Saw 211 on the news! You are a Godsend. I thank you so much, you are very kind.
- Berks County Resident

CONTACT VOLUME

1,247 2-1-1 PHONE CONTACTS
1,689 WEBSITE VISITS
61 EMAILS/TEXTS/SOCIAL MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: 452

TOP NEEDS

759 HOUSING ASSISTANCE
255 FOOD/MEALS
199 UTILITY ASSISTANCE
161 INCOME SUPPORT/ASSISTANCE
70 HEALTH CARE

TOP UNMET NEEDS*

There are times when a specialist is not able to refer for the inquirer's specific need. This may occur when the agencies that provide a certain type of assistance are out of funds or when a client is deemed ineligible. When a need is recorded as "unmet", the 211 specialist explores other resources and services that may be of assistance.

Shelters/Transitional Housing ........................................ 78
VITA Programs/Tax Preparation Assistance .................... 36
Homeless Motel Vouchers ............................................ 14
Rent Payment Assistance ............................................. 11
Disaster Equipment and Supplies (Masks/PPE) .......... 5

DEMOGRAPHICS

GENDER

- FEMALE 60%
- MALE 36%
- UNDETERMINED 4%

AGE

TEENS 1%
20's 20%
30's 19%
40's 16%
50's 22%
60's 15%
70's+ 7%

CONTACTS BY COUNTY

BERKS ......................................................... 210
CARBON ..................................................... 38
LANCASTER ........................................... 544
LEBANON ............................................... 50
LEHIGH .................................................. 241
NORTHAMPTON ..................................... 156
SCHUYLKILL ............................................ 69
OTHER* ................................................ 288

*As part of a state-wide system, PA 211 East answered calls from 35 other areas.
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