



Fall 2021 marked the 10 year anniversary of PA 211 East

PA 211 East connects neighbors to over 2800 non-profit and community-based organizations

In 2021, PA 211 East responded to 90,558 phone calls, texts, chats & other contacts



**“YOU’RE THE
1st PERSON
WHO HAS ACTUALLY
LISTENED TO ME.”**

Anonymous Caller from Lancaster County

**“YOU’VE GIVEN ME
SOME SENSE
OF DIRECTION”**

Anonymous Caller from Lancaster County

OUR WAY
Values
**Compassion
Respect**

211 is the most comprehensive source of information about

local resources and services across the country. Confidential, and available

24/7/365, caring & connected specialists are

always there to answer the call - from

“Help” to “Hello”. Most calls, web chats,

and text messages are from people looking

for help meeting basic needs like housing,

food, transportation, and health care. The

Federal Communications Commission (FCC)

designated 211 as the 3-digit number for information and

referrals to social services and other assistance in 2000. The

211 service is provided across the United States by more than

200 organizations that are committed to serving their commu-

nities. The United Way of Lancaster County operates PA 211

East, a contact center that primarily serves 7 counties (Berks,

Carbon, Lancaster, Lebanon, Lehigh, Northampton and

Schuylkill).



180 Languages

