

PA 211 Budget Request



+1.2 million
 Calls, Texts, and Clicks in 2023



Top Requested Needs (Call & Text) Pennsylvania

	Housing	Utilities	Employment/ Income	Food	Clothing/ Household	Total Calls & Texts
2023	187,237	77,634	27,927	22,647	13,074	384,623
2022	160,926	54,352	27,862	18,000	12,302	325,790
	16%	43%		26%	6%	19%

2022 Web Sessions

+1 million

2023 Web Sessions

903k

Web sessions reflect end-user engagements with the resource search function.

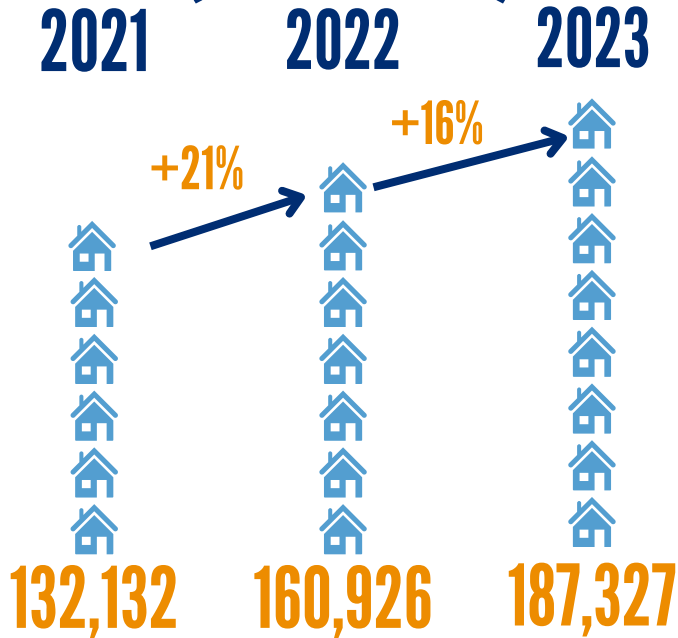
Funding Request

- United Way of Pennsylvania is requesting an increase from \$750,000 to \$2 million annually.
- More Commonwealth support will mean more households served, continue low call wait times and lower abandonment rates.



Click for full budget request narrative

Annual Housing Requests (Calls & Texts)



Housing requests are driving funding needs!

- Basic housing requests can take, at a minimum, one hour per request, however, many are complex with additional supports and services needed to address household challenges.
- Housing intake coordinators are well-trained and highly-skilled. The questions they ask lead to wholistic solutions.

Housing Requests by PA 211 Region 2022 v. 2023 (Calls & Texts)

