

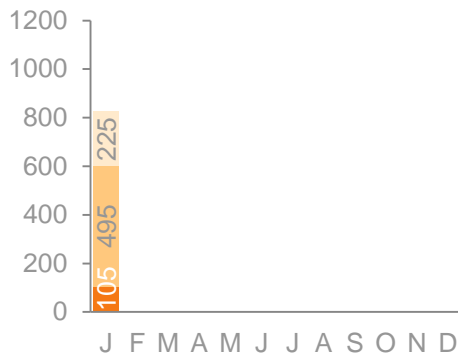
PENNSYLVANIA 2-1-1 EAST

JANUARY 2015 HOUSING/HOMELESSNESS SERVICES REPORT

The Community Homeless Assessment and Referral Team (CHART) program contracts with 2-1-1 to conduct an initial pre-screening of those that are homeless or at risk of homelessness in Lancaster County. The following report includes data on the types of housing calls received this month.

2015 CALL VOLUME

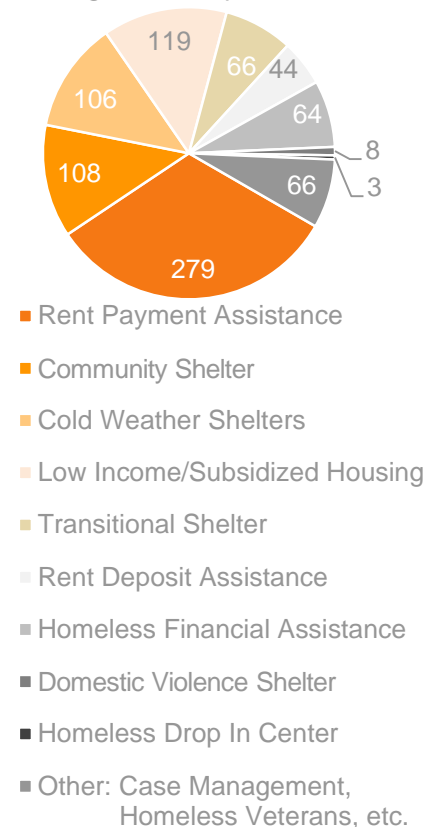
In January we experienced a total housing related call volume of **720**.



- Total Other Housing Related Calls
- Total Calls Prescreened for CHART
- Total Calls Referred to CHART

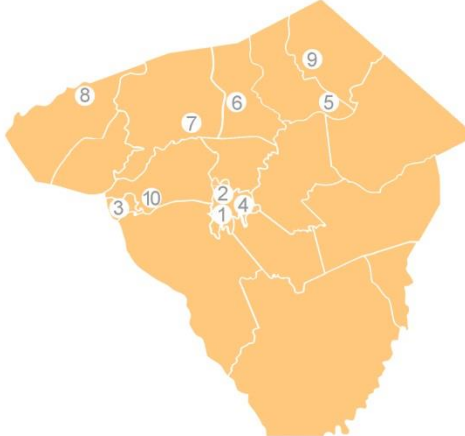
PRESENTING NEEDS

Some callers have multiple housing concerns. Captured are the total housing needs requested.



ZIP CODES

The top 10 zip codes of callers.



1. 17603 (Lancaster)
2. 17602 (Lancaster)
3. 17512 (Columbia)
4. 17601 (Lancaster)
5. 17522 (Ephrata)
6. 17543 (Lititz)
7. 17545 (Manheim)
8. 17022 (Elizabethtown)
9. 17517 (Denver)
10. 17554 (Mountville)

SHELTER REFERRALS

Total number of clients referred directly to emergency and day shelters.

- 100** Lancaster County Council of Churches (Winter Shelter)
- 40** Water Street Mission (CES)
- 7** Domestic Violence Services
- 4** Water Street Mission (CHOC)

CURRENT LIVING SITUATION

Top five locations the client is sleeping.

- 274** Leased Rental Unit
- 172** Living with Family/Friends
- 39** Emergency Shelter
- 38** Place Not Meant for Habitation
- 17** Hotel

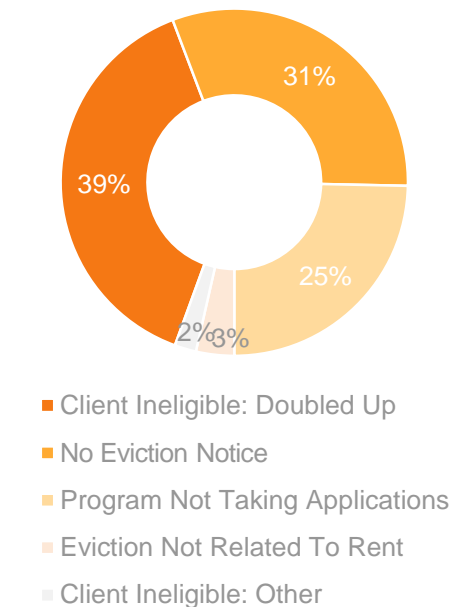
VETERANS

Number of referrals to the Supportive Services for Veteran Families programs.

- 16** Tabor Community Services, SSVF
- 11** Volunteers of America, SSVF

TOP UNMET NEEDS

Percentage of reasons for which caller was ineligible for a referral to CHART (top five).



HOUSEHOLD TYPE

Comparison of household make-up.

