

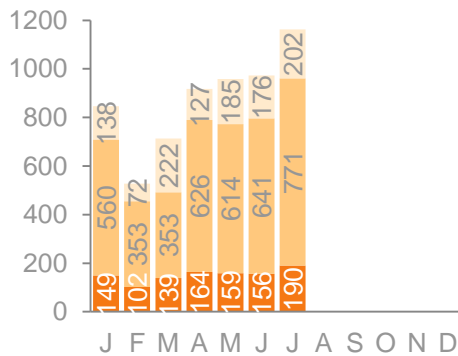
# PENNSYLVANIA 2-1-1 EAST

## JULY 2014 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.

### 2014 CALL VOLUME

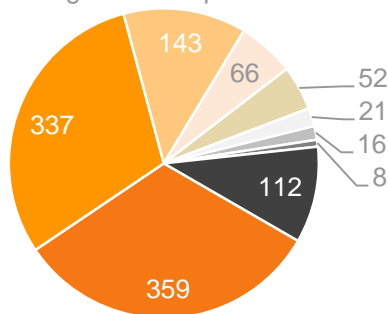
In July we experienced a total housing related call volume of **973**.



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

### PRESENTING NEEDS

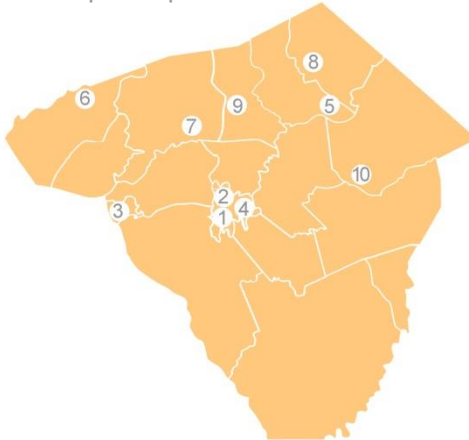
Some callers have multiple housing concerns. Captured are the total housing needs requested.



- Rent Payment Assistance
- Community Shelter
- Low Income/Subsidized Housing
- Rent Deposit Assistance
- Homeless Financial Assistance
- Homeless Drop In Center
- Domestic Violence Shelter
- Transitional Shelter
- Other: Case Management, Homeless Veterans, etc

### 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. 17022 (Elizabethtown)
7. 17545 (Manheim)
8. 17517 (Denver)
9. 17543 (Lititz)
10. 17557 (New Holland)

### SHELTER REFERRALS

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

- 159** Water Street Mission (CES)
- 51** Water Street Mission (CHOC)
- 16** Domestic Violence Services

### GENDER

A comparison of male/female callers.



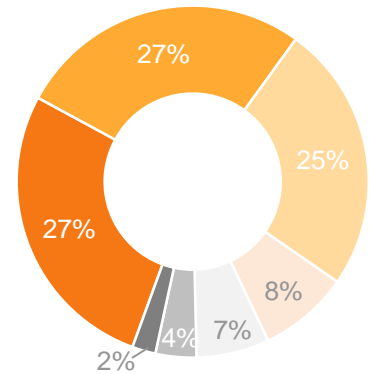
### VETERANS

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

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

### UNMET NEEDS

Percentage of reasons for which no referral was given.



- No Eviction Notice
- Client Ineligible: Doubled Up
- Program Not Taking Applications
- Client Ineligible: Other
- Service Unavailable
- Already Used Available Resources
- Shelters Full

### 2013 CALL VOLUME

Housing related calls and number of referrals to CHART in 2013.

