

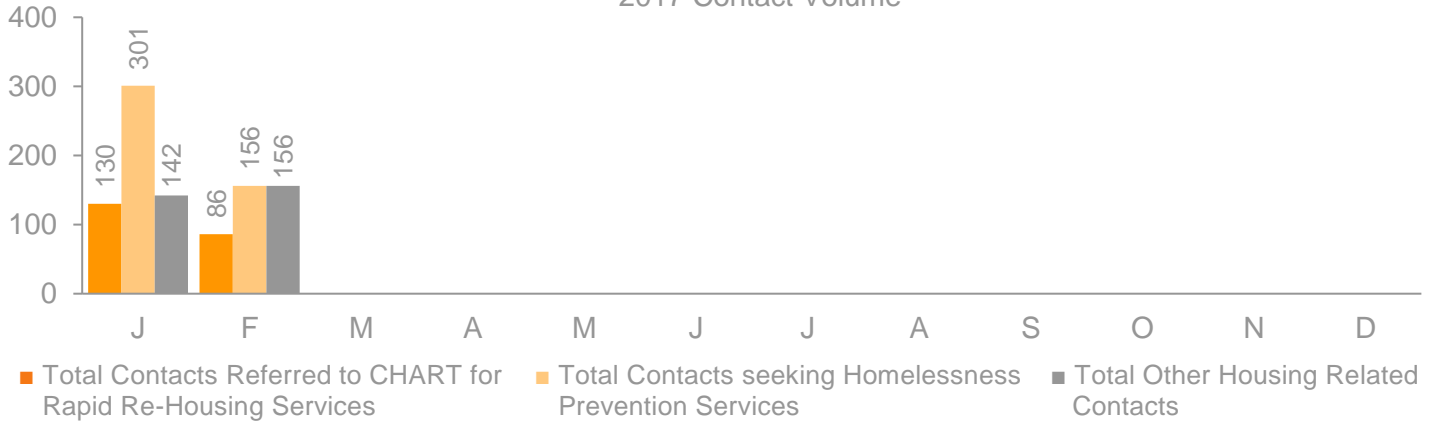
PENNSYLVANIA 2-1-1 EAST

FEBRUARY 2017
HOUSING/HOMELESSNESS
SERVICES REPORT

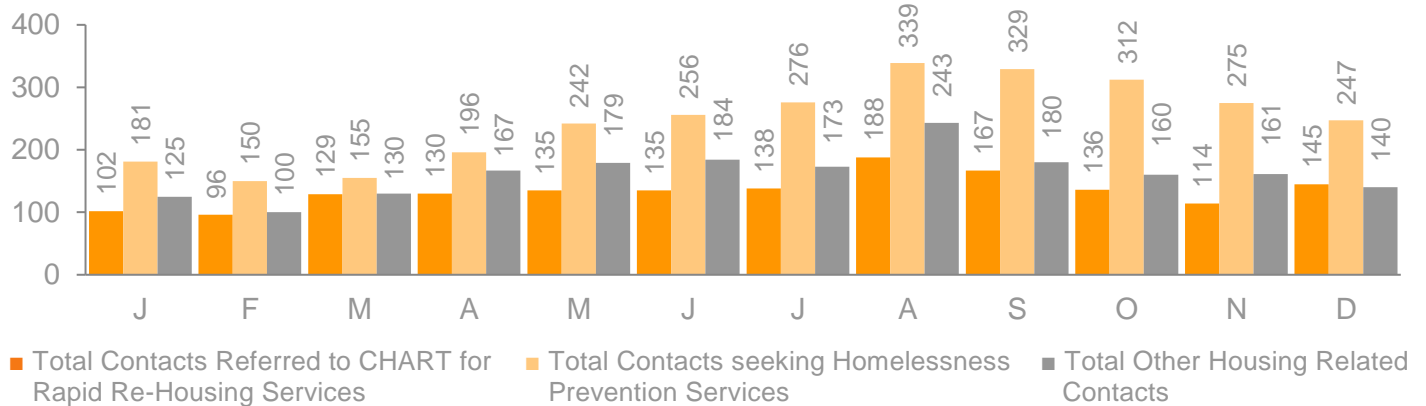
2-1-1 is the contracted partner for centralized intake for housing and homelessness services in Lancaster County. Callers are prescreened for eligibility to CHART (Community Homeless Assessment and Referral Team).

How many inquirers contacted 2-1-1?

2017 Contact Volume

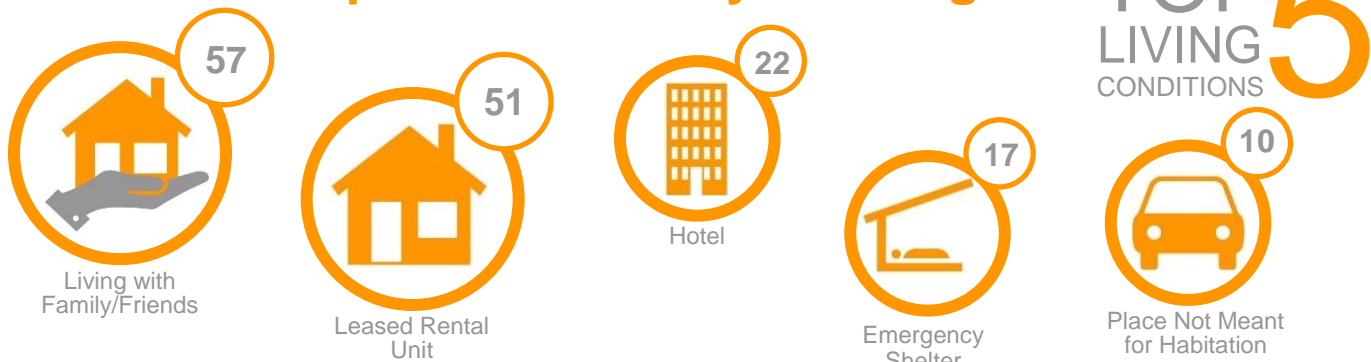


2016 Contact Volume



This month, 2-1-1 received **398** contacts for housing and homelessness related services. This resulted in a **30.54%** decrease in contacts over last month and a **15.03%** increase over the same month last year.

Where are inquirers currently residing?



Centralized Intake
funded in part by:

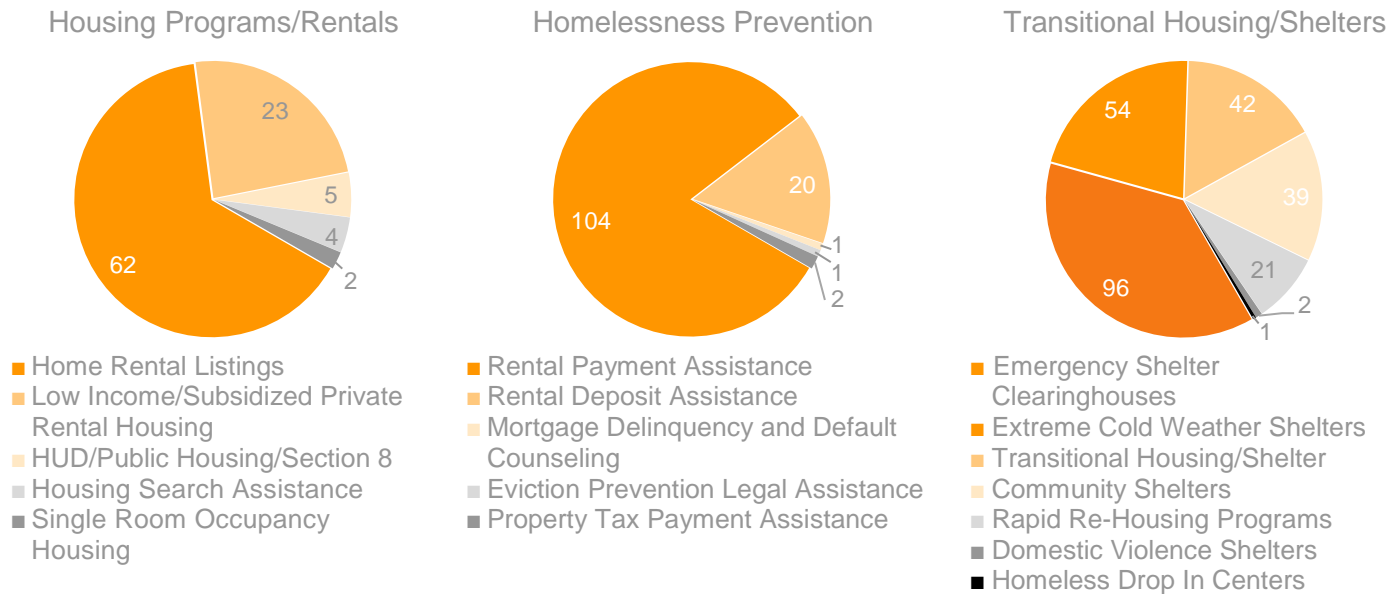


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What housing-related needs* do 2-1-1 inquirers have?



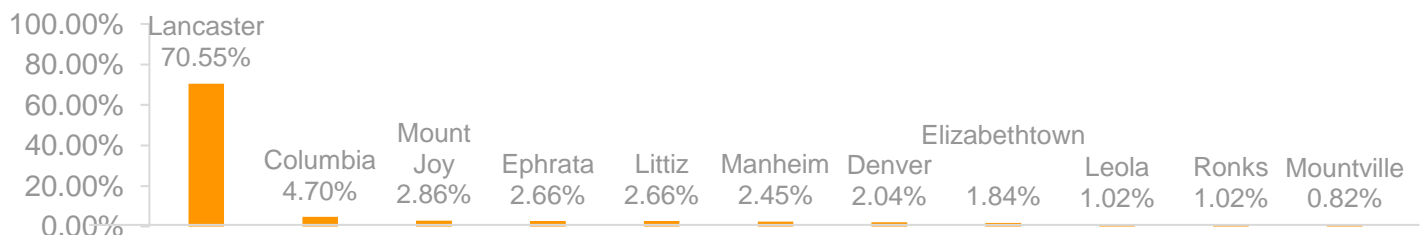
*Some inquirers have multiple housing concerns. Captured are the total housing needs requested.

What emergency shelter referrals do inquirers receive?



Anyone experiencing homelessness is automatically screened for CHART services. Individuals and those fleeing a domestic violence situation are referred directly to the appropriate emergency shelters by 2-1-1.

Where are 2-1-1 inquirers from (top 10 areas)?

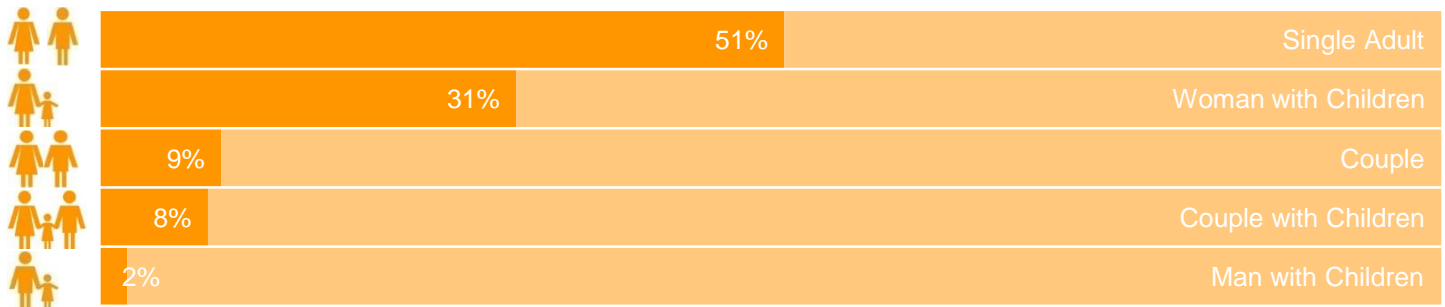


PENNSYLVANIA 2-1-1 EAST

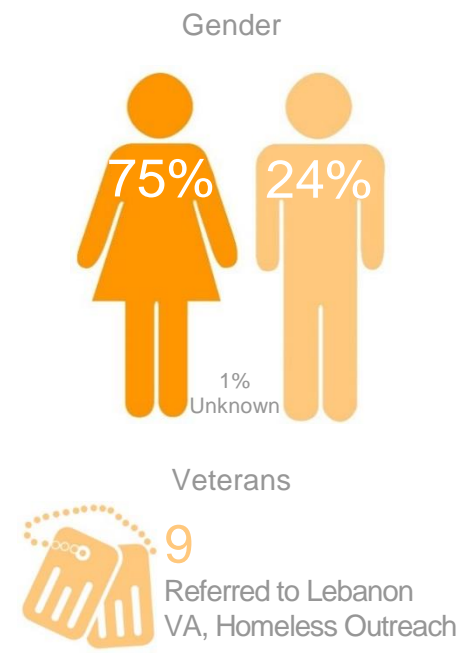
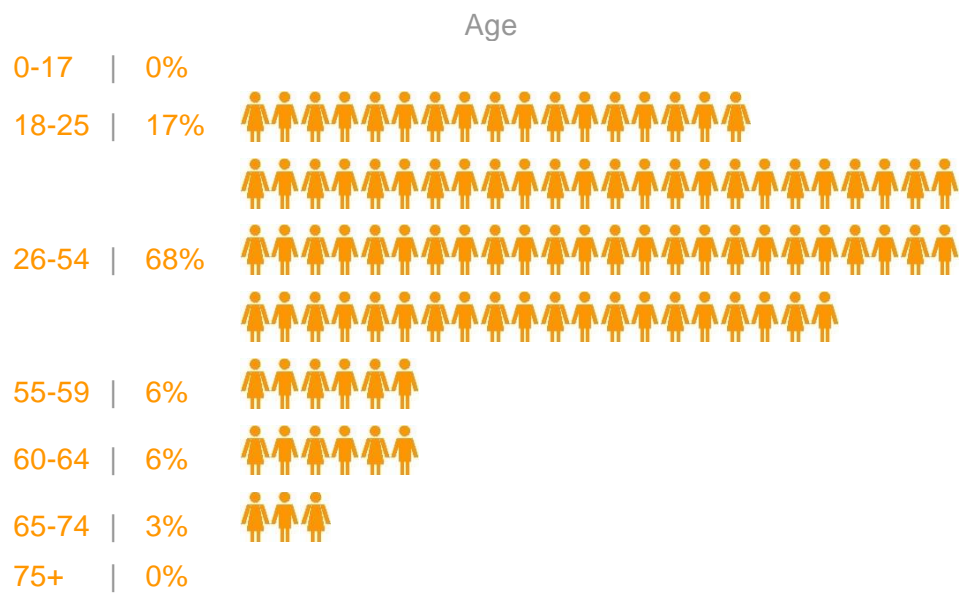
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What is the inquirer's household composition?



Who is contacting 2-1-1?



What are potential service gaps?

There are times when a specialist is not able to refer for the caller'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 2-1-1 specialist explores other resources and services that may be of assistance.

Top unmet needs

Rent Payment Assistance	27
Transitional Housing/Shelter	22
Community Shelters	7
Emergency Shelter Clearinghouses	4
Extreme Cold Weather Shelters	2