



LANCASTER COUNTY 1ST QUARTER REPORT

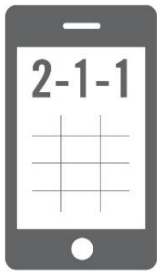
July 1, 2019-September 30, 2019



I love you guys! You always give me numbers and good information.
- Lancaster County Resident



CONTACT VOLUME



2,783
PHONE
CONTACTS



2,597
WEBSITE
VISITS



54
EMAILS/TEXTS/
SOCIAL MEDIA

TOP NEEDS



2,472
HOUSING
ASSISTANCE



324
UTILITY
ASSISTANCE



277
FOOD/
MEALS



171
INCOME SUPPORT/
ASSISTANCE



125
INFORMATION
SERVICES

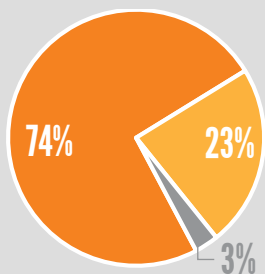
TOP UNMET NEEDS*

There are times when a specialist is not able to refer for the inquirer'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.

Shelters/Transitional Housing	262
Rent Payment Assistance	75
Electric Service Payment Assistance	43
Gas Service Payment Assistance	25
Rental Deposit Assistance	18

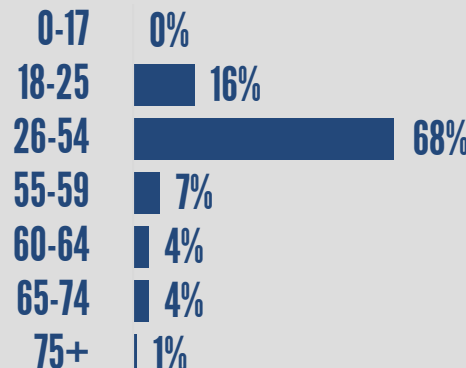
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

17603	982	17545	58
17602	766	17552	55
17512	158	17551	30
17601	144	17584	29
17522	94	17517	28
17543	80	17557	27
17022	61	17554	22

TOP AGENCY REFERRALS

Tabor Community Services, Inc.	658
Pennsylvania Department of Human Services	335
Salvation Army - Lancaster	334
LHOP - Lancaster Housing Opportunity Partnership	254
Water Street Ministries	177
Community Action Partnership of Lancaster County	142
United Way of Lancaster County	118
Pennsylvania Housing Finance Agency	106
Lancaster County Food Hub	102
Salvation Army - Lancaster Extension Units.....	86

TOP PA211EAST.ORG WEBSITE/PAGE HITS

Lancaster-Housing.....	1,376
Lancaster-Food	743
Lancaster-Family	227
Lancaster-Mental Health	202
Lancaster-Transportation	175