



# LANCASTER COUNTY 3<sup>RD</sup> QUARTER REPORT

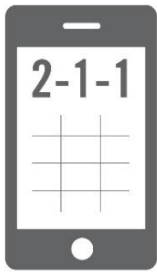
January 1, 2018-March 31, 2018



*You are the first one trying to help us with this situation.*  
- Lancaster County resident



## CONTACT VOLUME



**13,667**  
PHONE  
CONTACTS  
1<sup>ST</sup> Q: 4,060  
2<sup>ND</sup> Q: 5,098



**2,654**  
WEBSITE  
VISITS  
1<sup>ST</sup> Q: 2,117  
2<sup>ND</sup> Q: 2,371



**111**  
EMAILS/TEXTS/  
SOCIAL MEDIA  
1<sup>ST</sup> Q: 83  
2<sup>ND</sup> Q: 125

## TOP NEEDS



**9,568**  
INCOME SUPPORT/  
ASSISTANCE



**1,823**  
HOUSING  
ASSISTANCE



**280**  
UTILITY  
ASSISTANCE



**248**  
INFORMATION  
SERVICES



**245**  
FOOD/  
MEALS

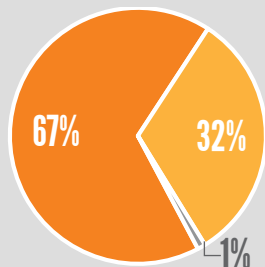
## TOP UNMET NEEDS\*

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 .....	144
Tax Preparation .....	68
Rent Payment .....	35
Cold Weather Shelters .....	11
Heating Fuel Payment .....	2

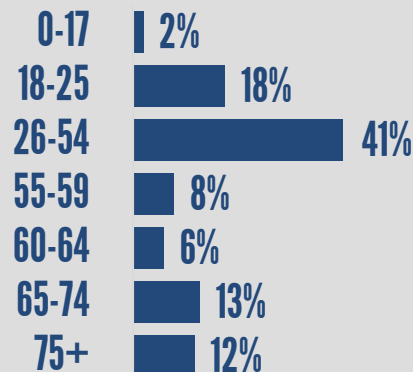
## DEMOGRAPHICS

### GENDER



■ FEMALE ■ MALE  
■ UNDETERMINED

### AGE



### TOP ZIP CODES

17603	3,243	17552	359
17602	1,969	17545	342
17522	1,110	17517	298
17601	988	17554	239
17543	614	17540	195
17512	584	17551	183
17022	371	17501	177