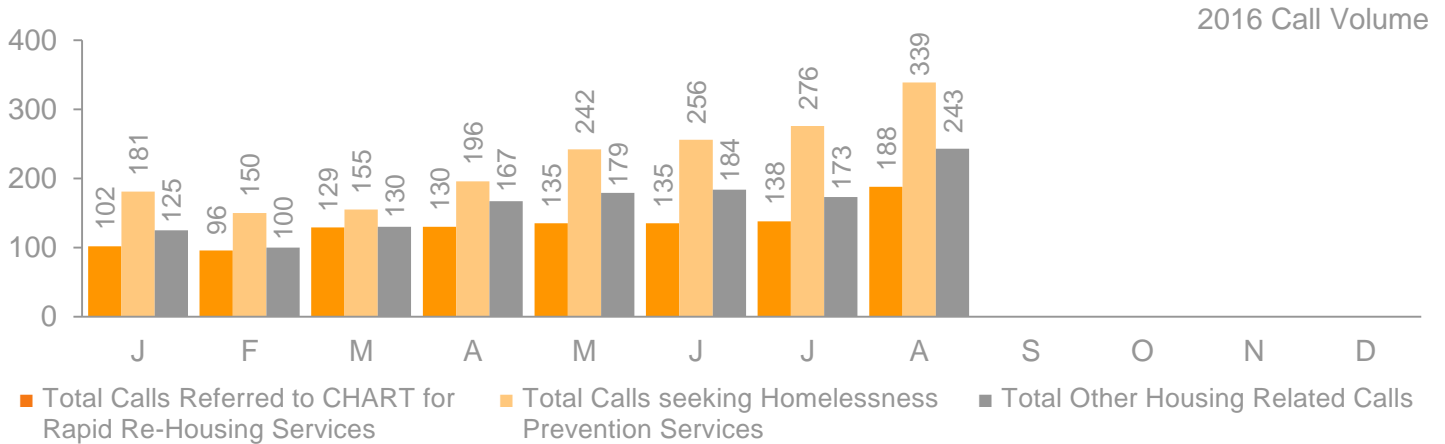


PENNSYLVANIA 2-1-1 EAST

AUGUST 2016 HOUSING/HOMELESSNESS SERVICES REPORT

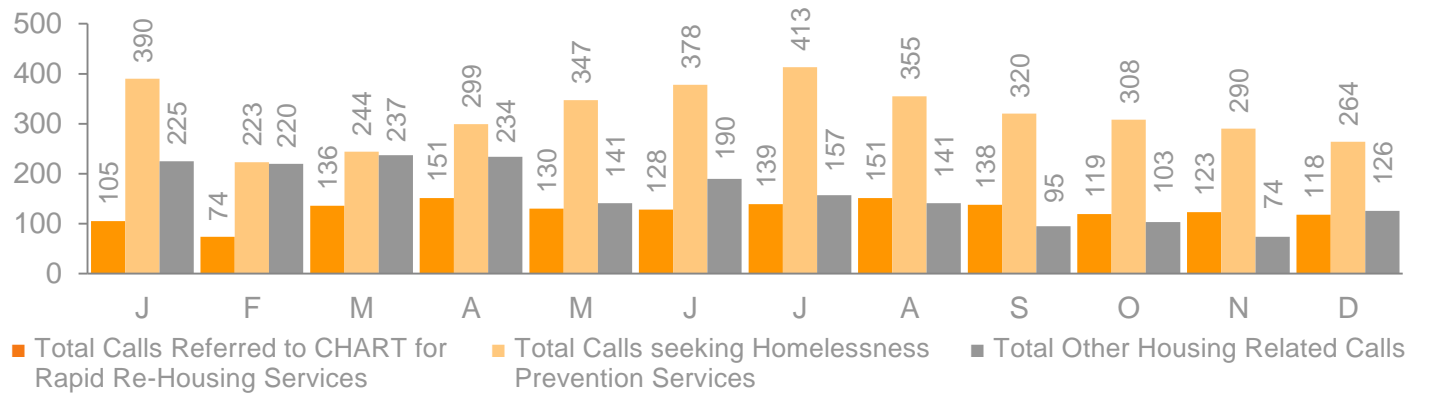
2-1-1 is the contracted partner for centralized intake for housing and homelessness services in Lancaster County. Callers are prescreened for eligibility to CHART (Community Homeless Assessment and Referral Team).

How many people call 2-1-1?



This month, 2-1-1 received **770** calls for housing and homelessness related services. This resulted in a **31.18%** increase in calls over last month and a **19.01%** increase over the same month last year.

How do we compare to last year?



Where are people currently residing?



Centralized Intake
funded in part by:

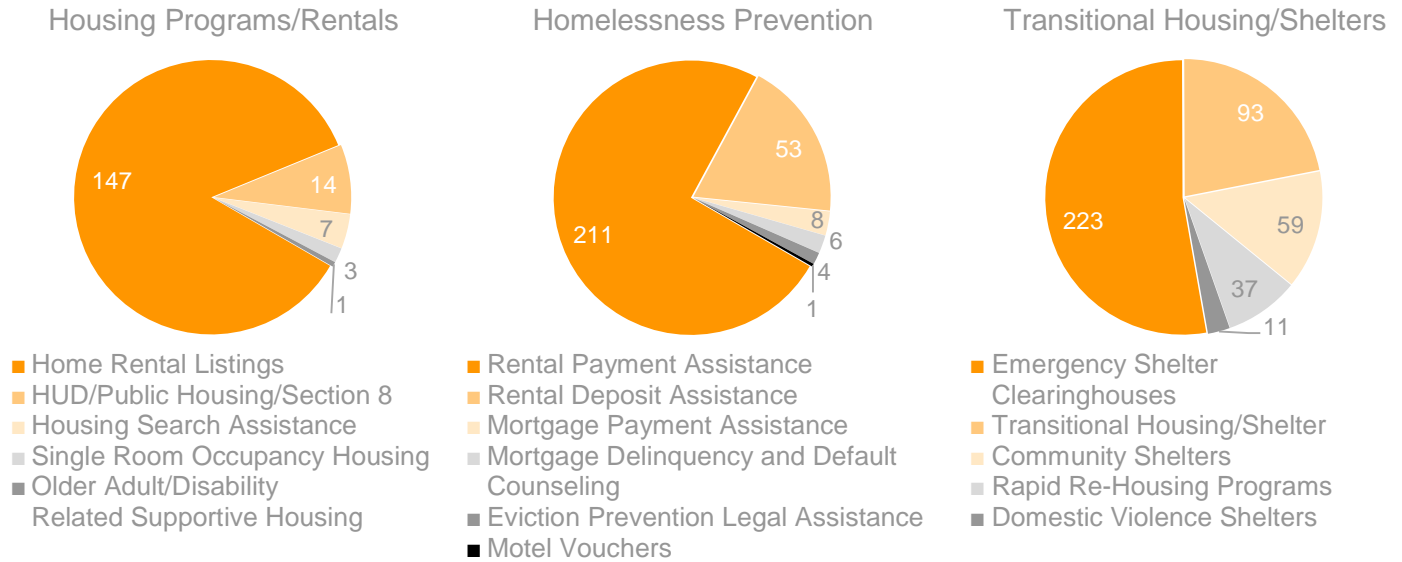


PENNSYLVANIA 2-1-1 EAST

AUGUST 2016
HOUSING/HOMELESSNESS
SERVICES REPORT

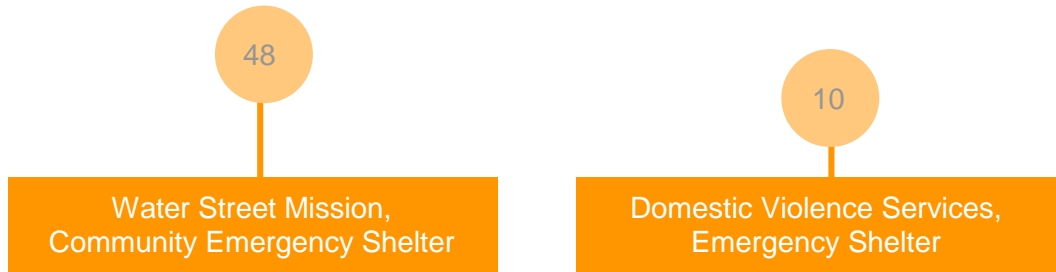
2-1-1 is the contracted partner for centralized intake for housing and homelessness services in Lancaster County. Callers are prescreened for eligibility to CHART (Community Homeless Assessment and Referral Team).

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



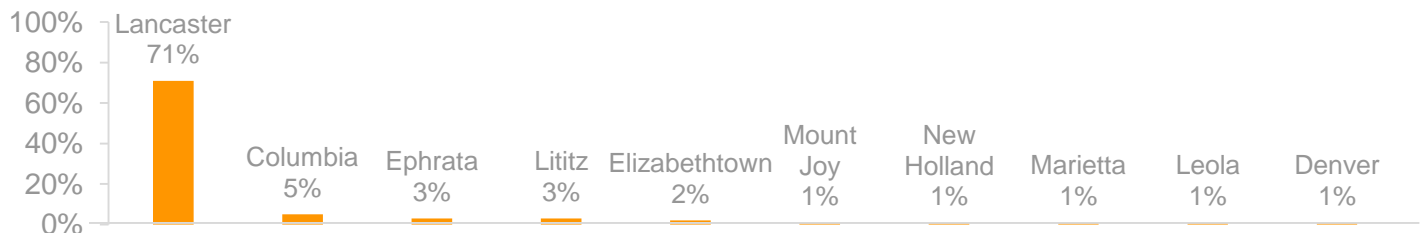
*Some callers have multiple housing concerns. Captured are the total housing needs requested.

What emergency shelter referrals do callers 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 callers from (top 10 areas)?

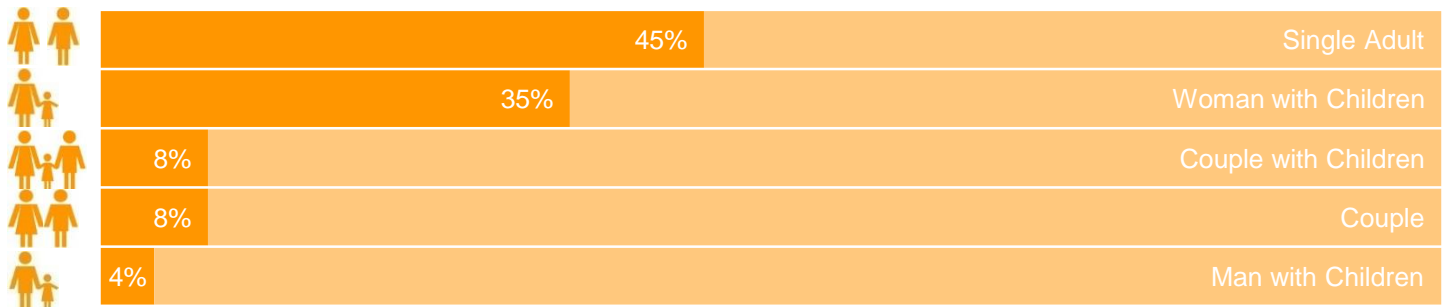


PENNSYLVANIA 2-1-1 EAST

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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).

What is the caller's household composition?



Who is calling 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	74
Transitional Housing	52
Community Shelters	11
Emergency Shelter Clearinghouses	10
Rental Deposit Assistance	9

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