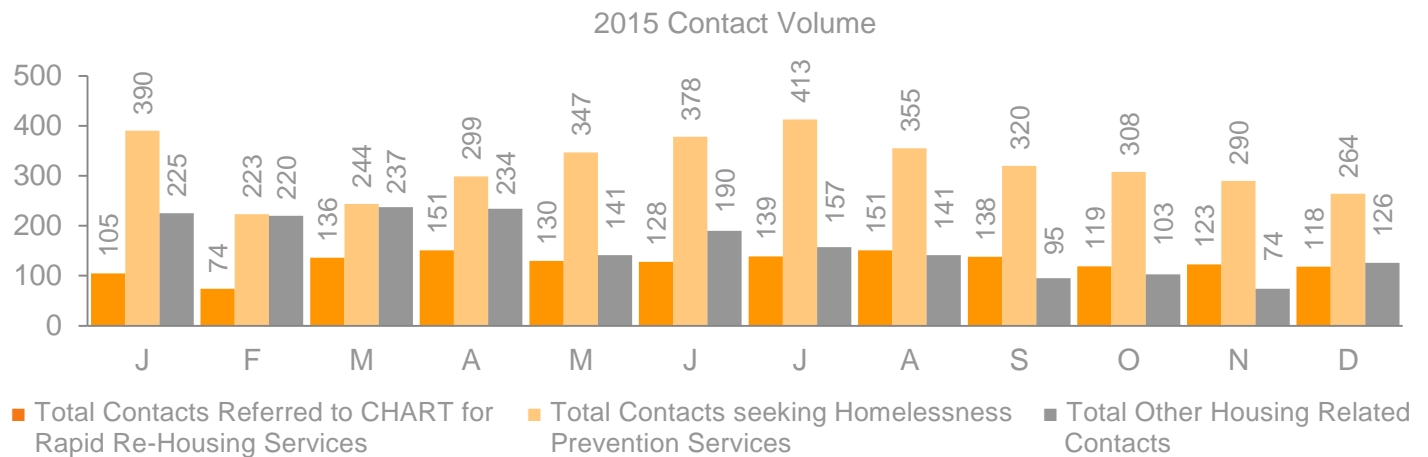
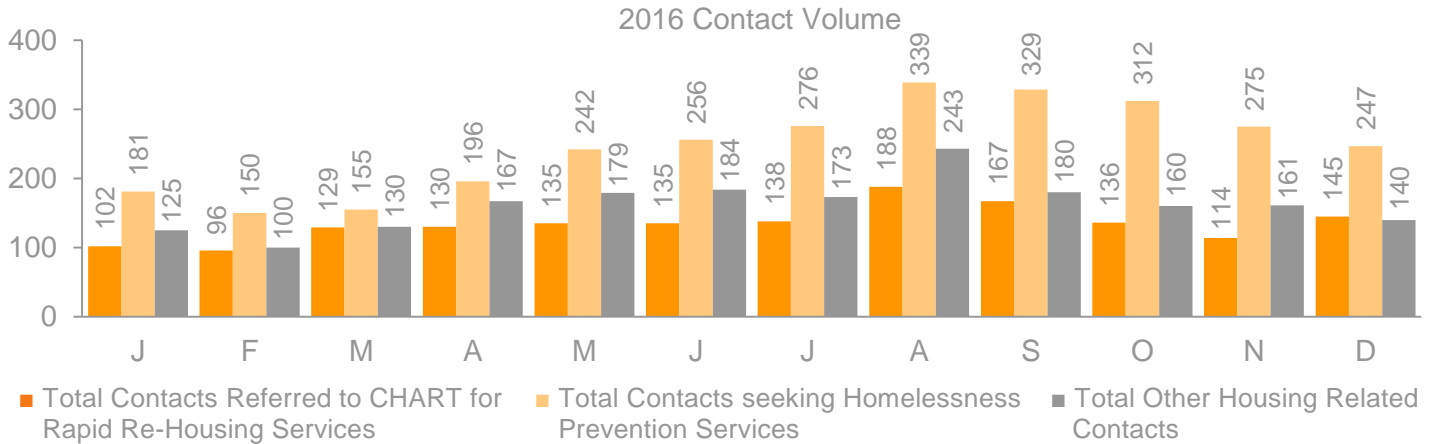


PENNSYLVANIA 2-1-1 EAST

DECEMBER 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 inquirers contacted 2-1-1?



This month, 2-1-1 received **532** contacts for housing and homelessness related services. This resulted in a **3.27%** decrease in contacts over last month and a **4.72%** increase over the same month last year.

Where are inquirers currently residing?



TOP 5 LIVING CONDITIONS

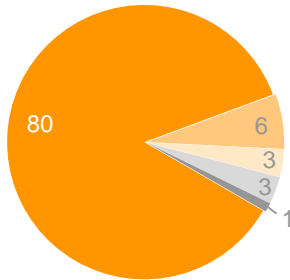
PENNSYLVANIA 2-1-1 EAST

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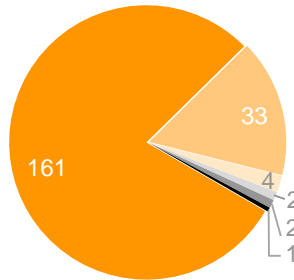
What housing-related needs* do 2-1-1 inquirers have?

Housing Programs/Rentals



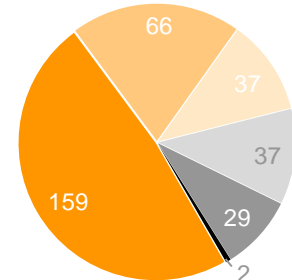
- Home Rental Listings
- Low Income/Subsidized Private Rental Housing
- HUD/Public Housing/Section 8
- Single Room Occupancy Programs
- Older Adult/Disability Related Supportive Housing

Homelessness Prevention



- Rental Payment Assistance
- Rental Deposit Assistance
- Mortgage Delinquency and Default Counseling
- Eviction Prevention Legal Assistance
- Mortgage Payment Assistance
- Property Tax Payment Assistance

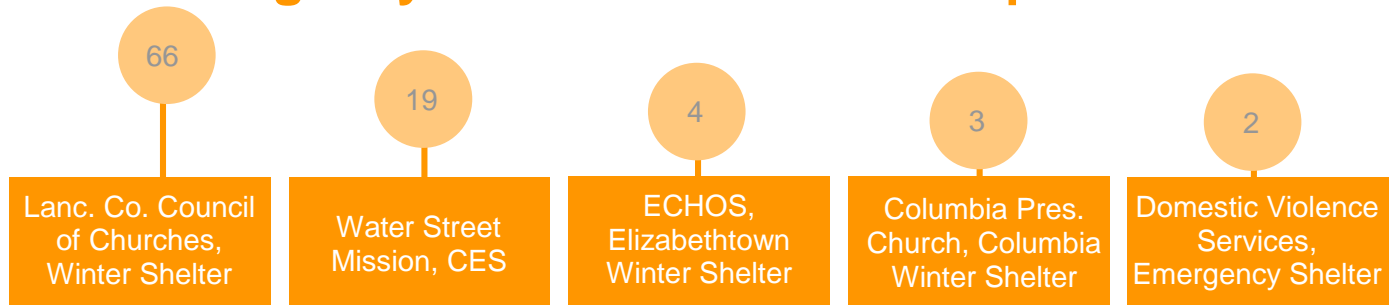
Transitional Housing/Shelters



- Emergency Shelter Clearinghouses
- Extreme Cold Weather Shelters
- Transitional Housing/Shelter
- Rapid Re-Housing Programs
- Community Shelters
- Domestic Violence Shelters

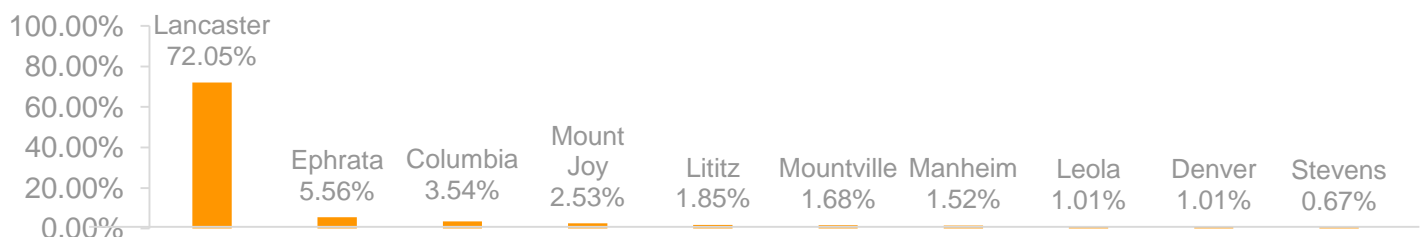
*Some inquirers have multiple housing concerns. Captured are the total housing needs requested.

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)?

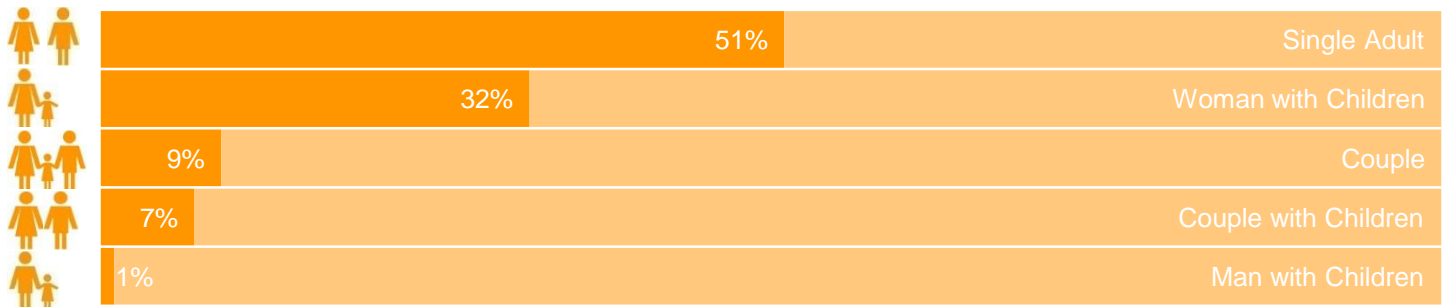


PENNSYLVANIA 2-1-1 EAST

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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	67
Transitional Housing/Shelter	18
Community Shelters	9
Emergency Shelter Clearinghouses	5
Rental Deposit Assistance	5