

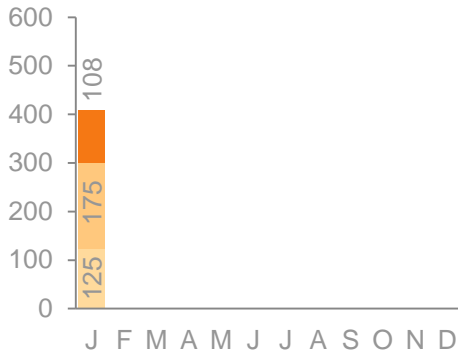
# PENNSYLVANIA 2-1-1 EAST

## JANUARY 2016 HOUSING/HOMELESSNESS SERVICES REPORT

2-1-1 is the contracted partner for centralized intake for housing and homelessness services in Lancaster County. The following report includes data on the types of housing calls received this month.

### 2016 CALL VOLUME

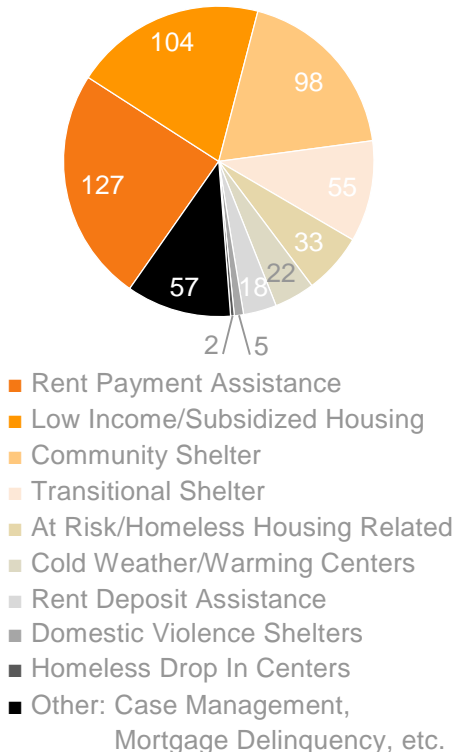
In January we experienced a total housing related call volume of **408**.



- Total Calls Referred to CHART for Rapid Re-Housing Services
- Total Calls seeking Eviction Prevention Services
- Total Other Housing Related Calls

### PRESENTING NEEDS

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



### ZIP CODES

The top 10 zip codes of callers.



1. 17603 (Lancaster)
2. 17602 (Lancaster)
3. 17512 (Columbia)
4. 17601 (Lancaster)
5. 17522 (Ephrata)
6. 17543 (Lititz)
7. 17545 (Manheim)
8. 17022 (Elizabethtown)
9. 17552 (Mount Joy)
10. 17554 (Mountville)

### SHELTER REFERRALS

Total number of clients referred directly to emergency shelters.

- 21** Lancaster County Council of Churches, Winter Shelter
- 16** Water Street Mission (CES)
- 5** Domestic Violence Services
- 3** Columbia Winter Shelter

### CURRENT LIVING SITUATION

Top five locations the client is sleeping.

- 82** Living with Family/Friends
- 62** Leased Rental Unit
- 52** Place Not Meant for Habitation
- 17** Hotel
- 11** Emergency Shelter

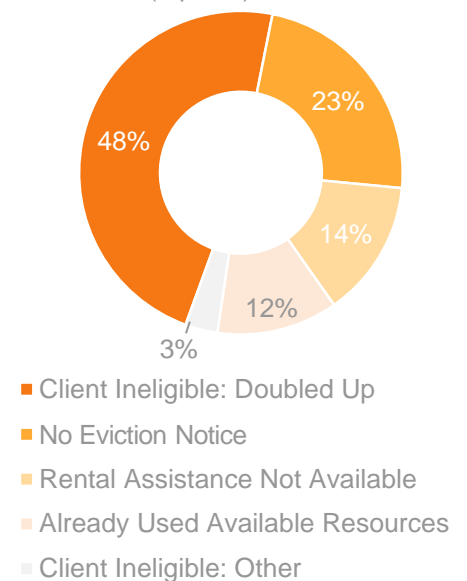
### VETERANS

Number of referrals to the Supportive Services for Veteran Families program.

- 6** Lebanon VA, Homeless Outreach

### UNMET NEEDS REASON

Percentage of reasons for which caller was ineligible for a referral for housing assistance (top five).



### HOUSEHOLD TYPE

Comparison of household make-up.

