

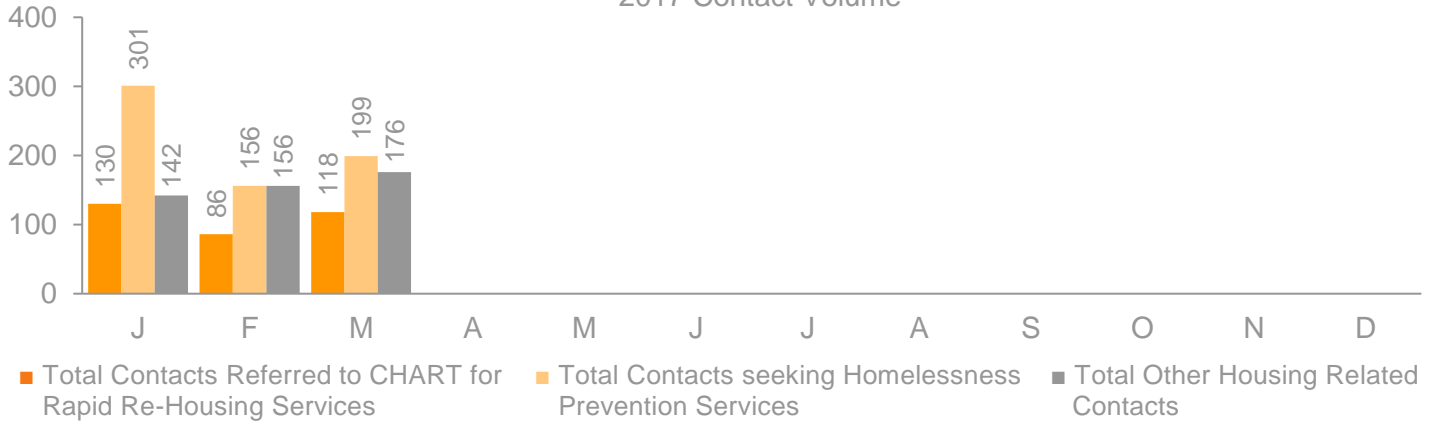
# PENNSYLVANIA 2-1-1 EAST

**MARCH 2017**  
**HOUSING/HOMELESSNESS**  
**SERVICES REPORT**

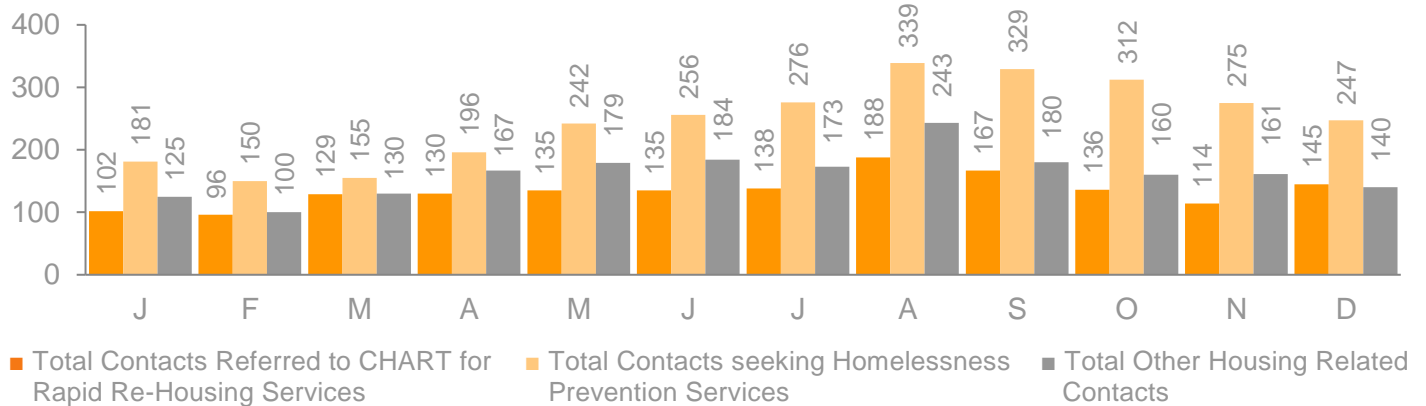
2-1-1 is the contracted partner for centralized intake for housing and homelessness services in Lancaster County. Callers are prescreened for eligibility to CHART (Community Homeless Assessment and Referral Team).

## How many inquirers contacted 2-1-1?

2017 Contact Volume



2016 Contact Volume



This month, 2-1-1 received **493** contacts for housing and homelessness related services. This resulted in a **23.87%** increase in contacts over last month and a **19.08%** increase over the same month last year.

## Where are inquirers currently residing?



## TOP 5 LIVING CONDITIONS

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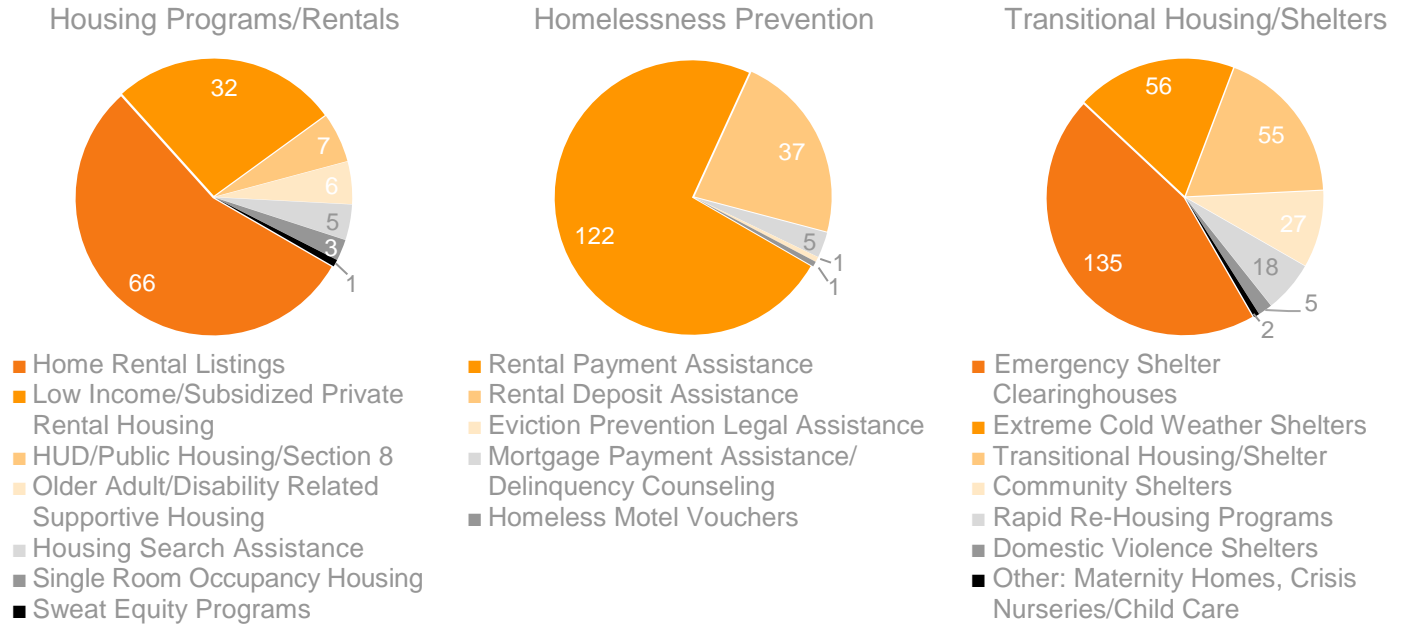


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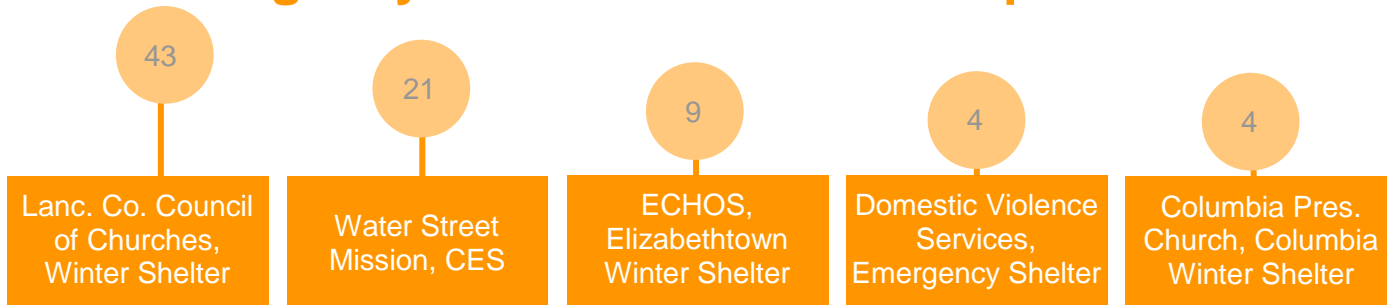
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## What housing-related needs\* do 2-1-1 inquirers have?



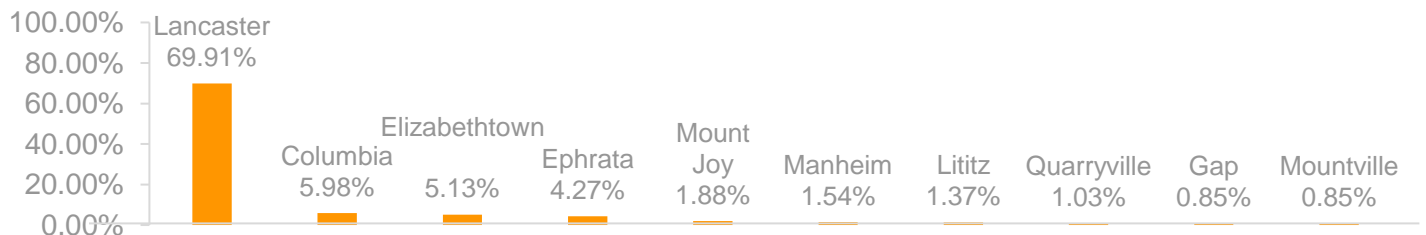
\*Some inquirers have multiple housing concerns. Captured are the total housing needs requested.

## 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)?

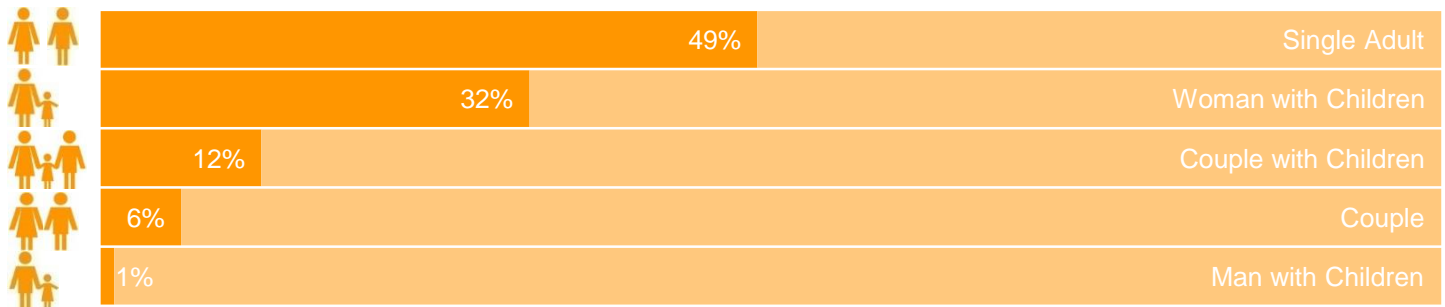


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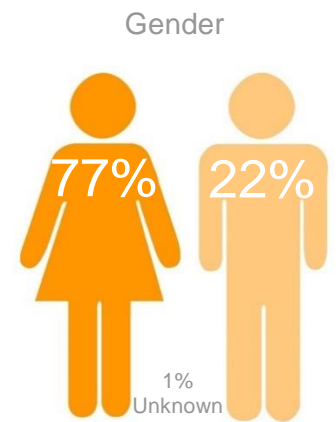
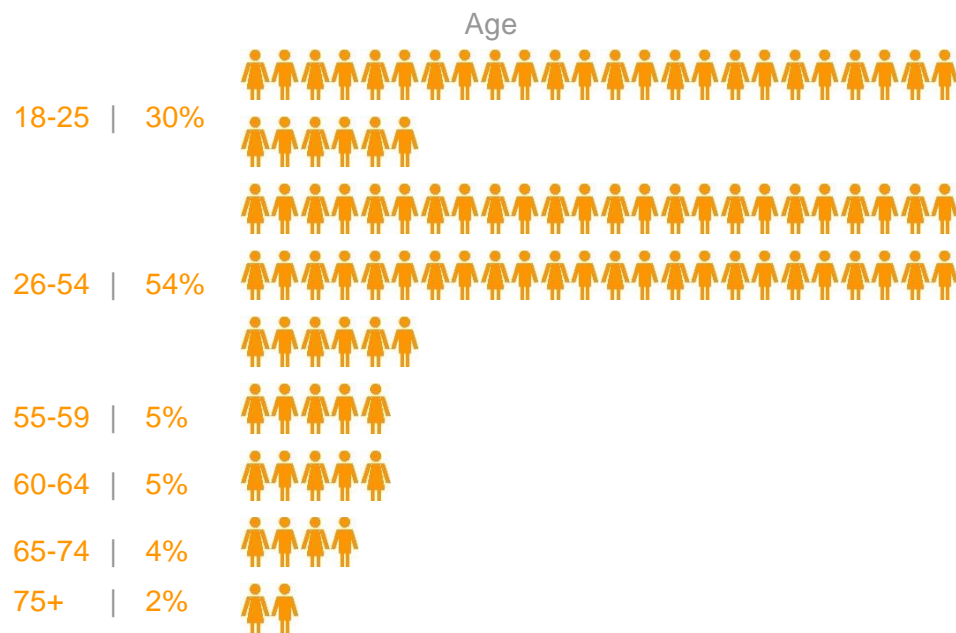
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## What is the inquirer's household composition?



## Who is contacting 2-1-1?



**Veterans**  
**7**  
 Referred to Lebanon VA, Homeless Outreach

## 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	36
Transitional Housing/Shelter	32
Rental Deposit Assistance	9
Emergency Shelter Clearinghouses	8
Community Shelters	6

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