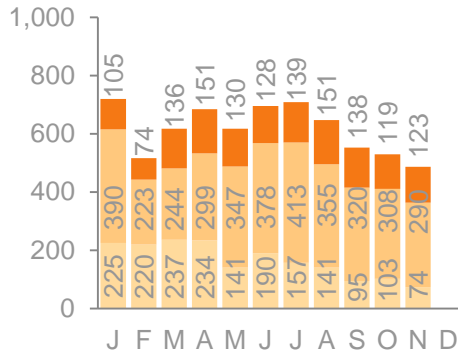# PENNSYLVANIA 2-1-1 EAST

NOVEMBER 2015 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.
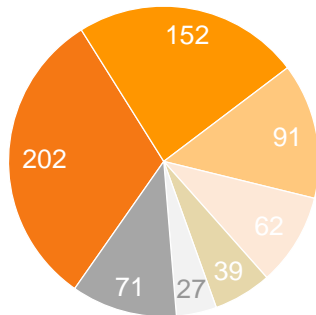
2015 CALL VOLUME

In November we experienced a total housing related call volume of **487**.

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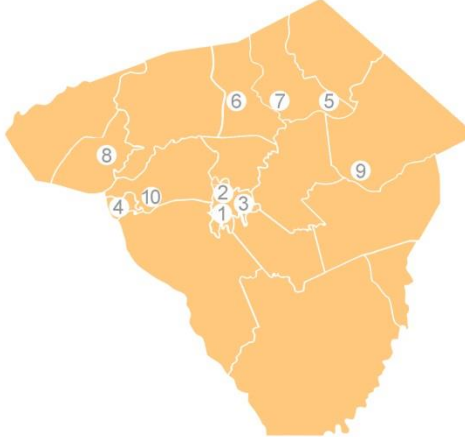- ■ Total Other Housing Related Calls

PRESENTING NEEDS

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

- ■ Rent Payment Assistance
- ■ Community Shelter
- ■ Low Income/Subsidized Housing
- ■ Transitional Shelter
- ■ Rent Deposit Assistance
- ■ At Risk/Homeless Housing Related
- ■ Other: Case Management, Mortgage Delinquency, etc.

ZIP CODES

The top 10 zip codes of callers.

1. 17603 (Lancaster)
2. 17602 (Lancaster)
3. 17601 (Lancaster)
4. 17512 (Columbia)
5. 17522 (Ephrata)
6. 17543 (Lititz)
7. 17501 (Akron)
8. 17552 (Mount Joy)
9. 17557 (New Holland)
10. 17554 (Mountville)

SHELTER REFERRALS

Total number of clients referred directly to emergency and day shelters.

37 Water Street Mission (CES)

11 Lancaster County Council of Churches, Winter Shelter

CURRENT LIVING SITUATION

Top five locations the client is sleeping.

157 Leased Rental Unit
114 Living with Family/Friends
64 Place Not Meant for Habitation
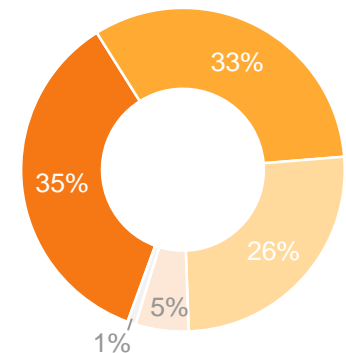**16** Hotel
13 Emergency Shelter

VETERANS

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

7 Lebanon VA, Homeless Outreach

UNMET NEEDS REASON

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

- ■ Client Ineligible: Doubled Up
- ■ Rental Assistance Not Available
- ■ No Eviction Notice
- ■ Already Used Available Resources
- ■ Client Ineligible: Other

HOUSEHOLD TYPE

Comparison of household make-up.

Single Adults: 57%

Woman with Children: 26%

Couple with Children: 9%

Couple (no Children): 6%

Man with Children: 2%