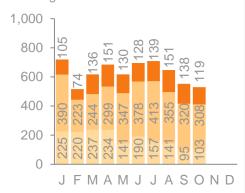
# PENNSYLVANIA 2-1-1 EAST

OCTOBER 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**

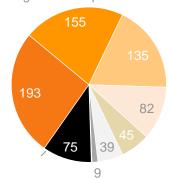
In October we experienced a total housing related call volume of 530.



- 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
- At Risk/Homeless Housing Related
- Rent Deposit Assistance
- Domestic Violence Shelter
- Other: Case Management, Homeless Veterans, etc.

## **ZIP CODES**

The top 10 zip codes of callers.



- 17602 (Lancaster)
- 17603 (Lancaster)
- 17512 (Columbia)
- 4. 17522 (Ephrata)
- 17601 (Lancaster)
- 6. 17543 (Lititz)
- 7. 17022 (Elizabethtown)
- 17557 (New Holland)
- 17552 (Mount Joy)
- 10. 17566 (Quarryville)

# SHELTER REFERRALS

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

- 45 Water Street Mission (CES)
- 9 Domestic Violence Services

## **CURRENT LIVING SITUATION**

Top five locations the client is sleeping.

- **165** Leased Rental Unit
  - 99 Living with Family/Friends
  - **80** Place Not Meant for Habitation
  - 23 Emergency Shelter
  - 20 Hotel

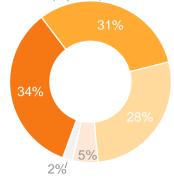
#### **VETERANS**

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

4 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
- Eviction Not Related To Rent
- Client Ineligible: Other

#### **HOUSEHOLD TYPE**

Comparison of household make-up.



Single Adults: 51%



Woman with Children:



Couple (no Children): 10%



Couple with Children:



Man with Children:



