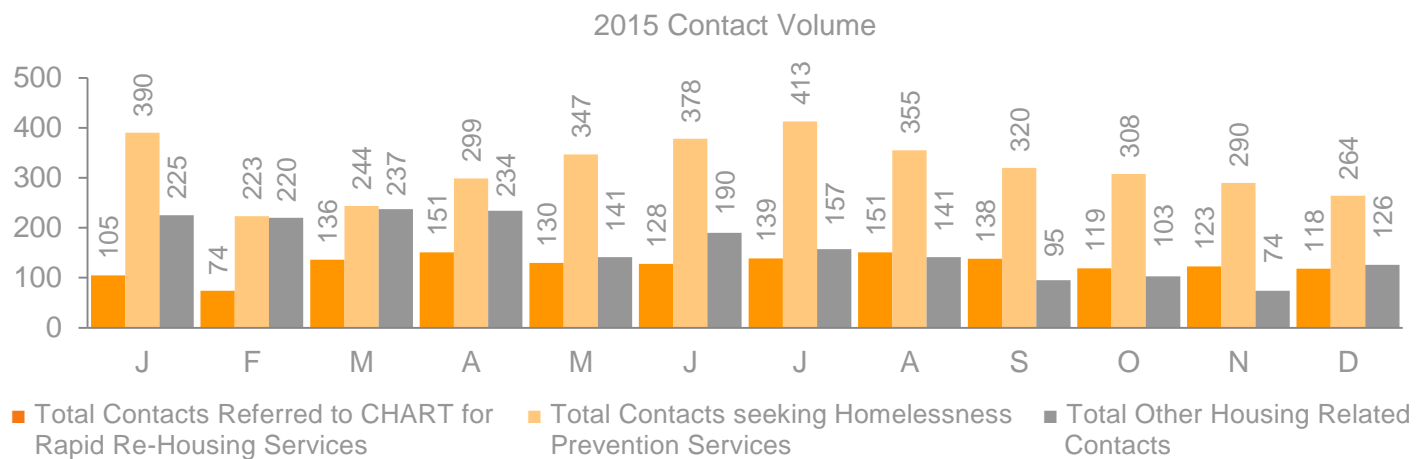
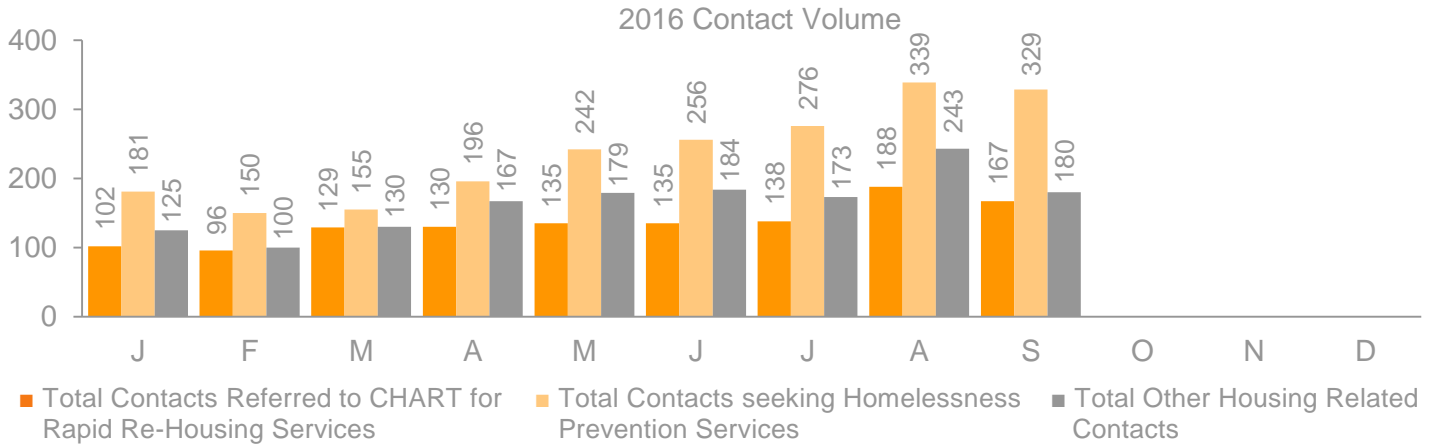


# PENNSYLVANIA 2-1-1 EAST

SEPTEMBER 2016  
HOUSING/HOMELESSNESS  
SERVICES REPORT

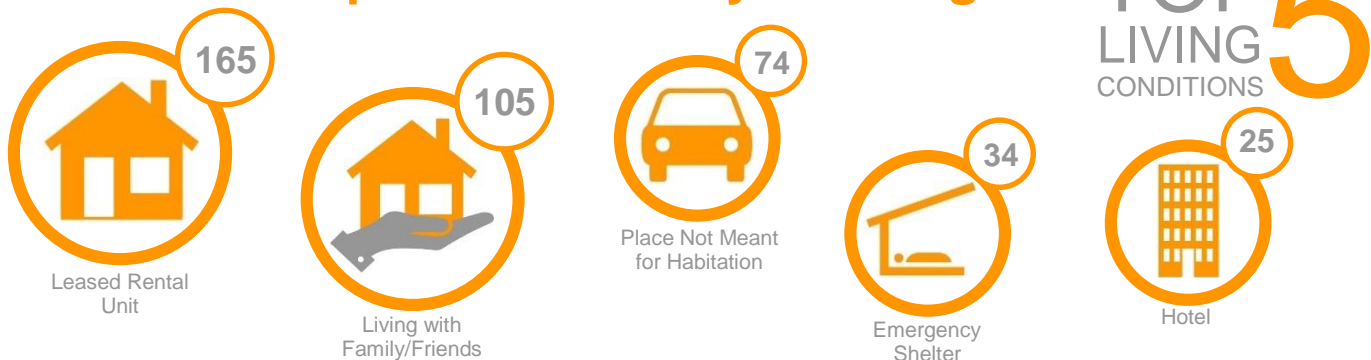
2-1-1 is the contracted partner for centralized intake for housing and homelessness services in Lancaster County. Callers are prescreened for eligibility to CHART (Community Homeless Assessment and Referral Team).

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



This month, 2-1-1 received **676** contacts for housing and homelessness related services. This resulted in a **12.21%** decrease in contacts over last month and a **22.24%** increase over the same month last year.

## Where are inquirers currently residing?



## TOP 5 LIVING CONDITIONS

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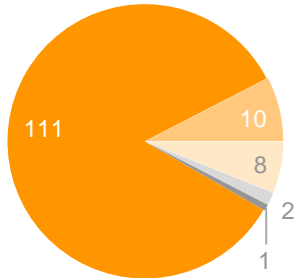
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SEPTEMBER 2016  
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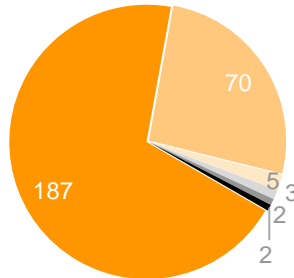
## What housing-related needs\* do 2-1-1 inquirers have?

Housing Programs/Rentals



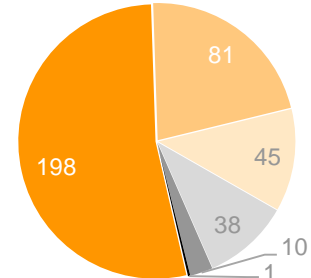
- Home Rental Listings
- HUD/Public Housing/Section 8
- Low Income/Subsidized Private Rental Housing
- Older Adult/Disability Related Supportive Housing
- Housing Search Assistance

Homelessness Prevention



- Rental Payment Assistance
- Rental Deposit Assistance
- Mortgage Payment Assistance
- Eviction Prevention Legal Assistance
- Mortgage Delinquency and Default Counseling
- Motel Vouchers/Payment Assistance

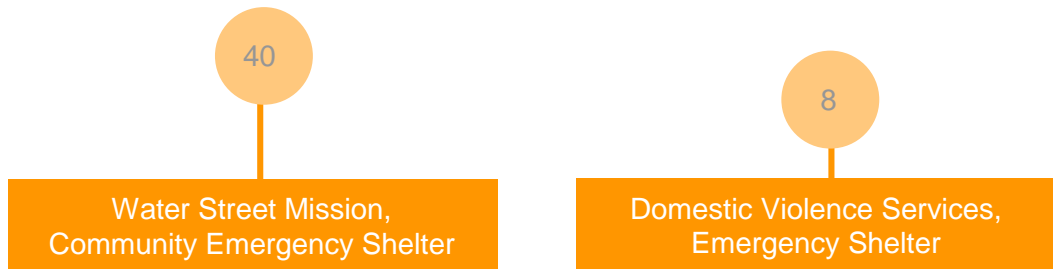
Transitional Housing/Shelters



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

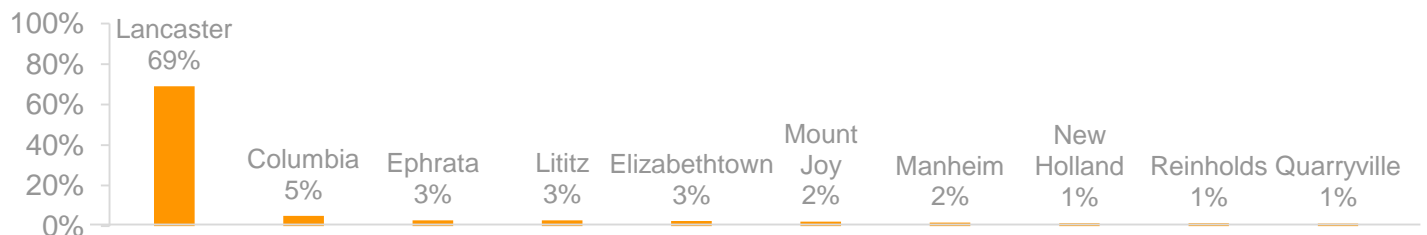
\*Some inquirers have multiple housing concerns. Captured are the total housing needs requested.

## 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)?

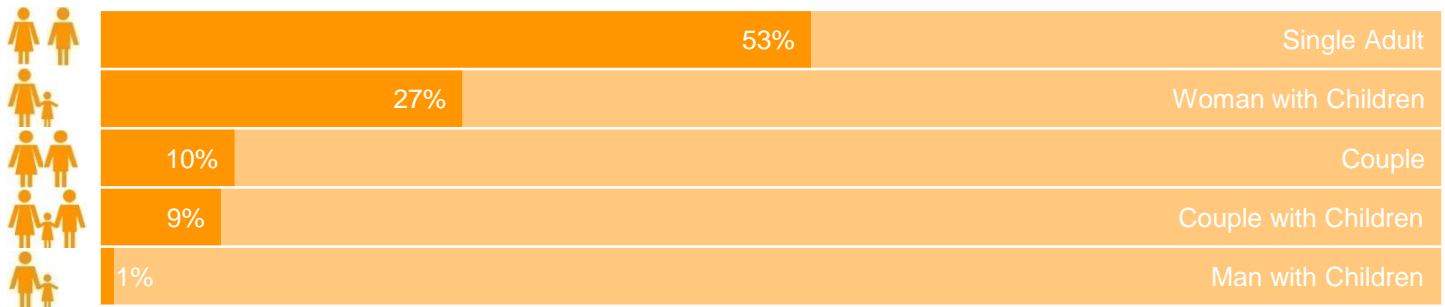


# PENNSYLVANIA 2-1-1 EAST

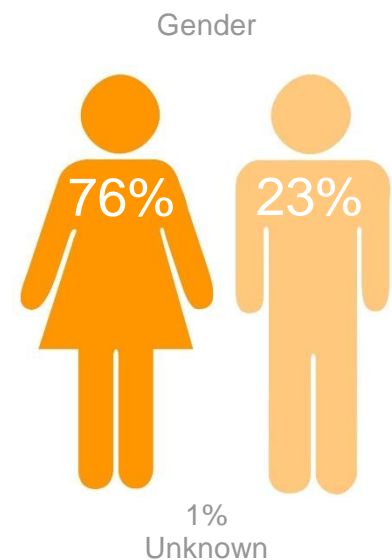
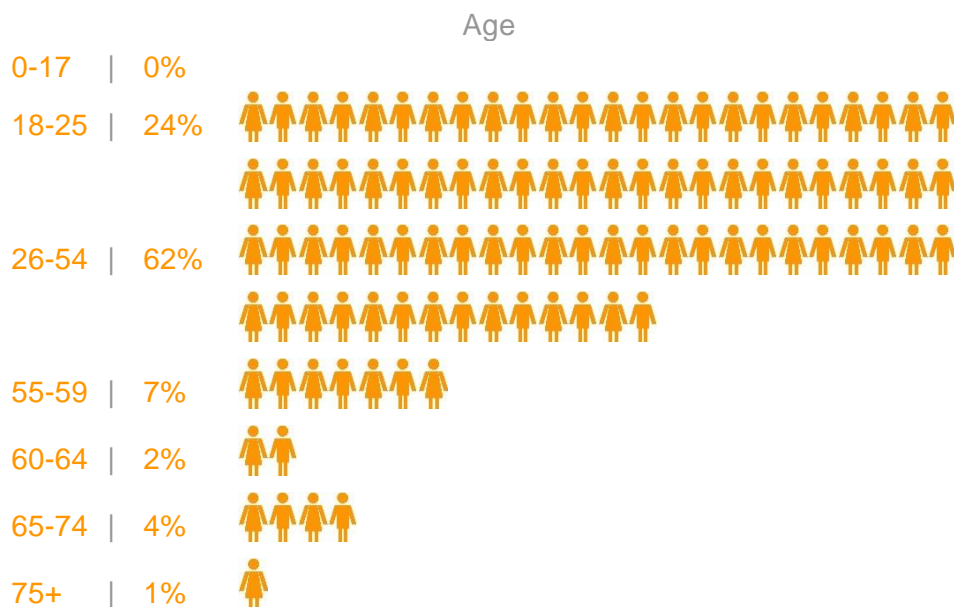
SEPTEMBER 2016  
HOUSING/HOMELESSNESS  
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## What is the inquirer's household composition?



## 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	65
Transitional Housing	50
Rental Deposit Assistance	19
Community Shelters	5
Emergency Shelter Clearinghouses	5

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