I love 211! Thank you for helping so many people!
- Lancaster County Resident

CONTACT VOLUME

1,084 PHONE CONTACTS
1,041 WEBSITE VISITS
44 EMAILS/TEXTS/SOCIAL MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: 439

TOP NEEDS

511 HOUSING ASSISTANCE
272 INCOME SUPPORT/ASSISTANCE
231 FOOD/MEALS
92 UTILITY ASSISTANCE
55 HEALTH CARE

TOP UNMET NEEDS*

There are times when a specialist is not able to refer for the inquirer’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 211 specialist explores other resources and services that may be of assistance.

VITA Programs/Tax Preparation Assistance ........... 72
Shelters/Transitional Housing ................................ 53
Rent Payment Assistance ................................... 42
Motel Bill Payment/Homeless Motel Vouchers .......... 8
Grocery Ordering/Delivery .................................. 2

DEMOGRAPHICS

GENDER

65% FEMALE
32% MALE
3% UNDETERMINED

AGE

Teens 1%
20's 17%
30's 18%
40's 16%
50's 20%
60's 20%
70's+ 8%

TOP ZIP CODES

17603 .......... 333
17602 .......... 244
17601 .......... 77
17522 .......... 62
17512 .......... 54
17543 .......... 46
17545 .......... 40

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TOP AGENCY REFERRALS

United Way of Lancaster County (VITA Tax Program) ................................................................. 69
Pennsylvania Department of Human Services ................................................................................. 58
Tabor Community Services, Inc. ................................................................................................. 56
Salvation Army - Lancaster .......................................................................................................... 49
Internal Revenue Service ........................................................................................................... 46
Lancaster County Food Hub ........................................................................................................ 34
Pennsylvania Department of Labor and Industry ........................................................................ 24
Community Action Partnership of Lancaster County ............................................................... 22
LHOP - Lancaster Housing Opportunity Partnership ............................................................. 22
Water Street Ministries ............................................................................................................... 19