



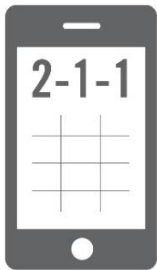
LANCASTER COUNTY APRIL 2020 REPORT



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

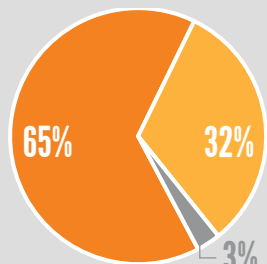
TOP UNMET NEEDS*

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

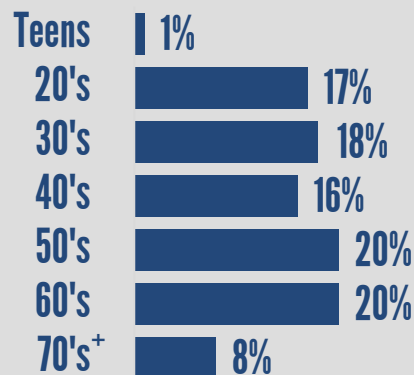
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

17603	333	17022	28
17602	244	17540	28
17601	77	17517	23
17522	62	17552	17
17512	54	17551	13
17543	46	17584	11
17545	40	17547	11

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