



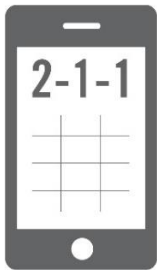
# LANCASTER COUNTY JUNE 2020 REPORT



*Thank you...you made my day!*  
- Lancaster County Resident



## CONTACT VOLUME



**2,000**  
PHONE  
CONTACTS



**672**  
WEBSITE  
VISITS



**28**  
EMAIL/TEXT/  
CHAT/SOCIAL  
MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: **714**

## TOP NEEDS



**1,132**  
INCOME/SUPPORT  
ASSISTANCE



**564**  
HOUSING  
ASSISTANCE



**86**  
FOOD/  
MEALS



**48**  
UTILITY  
ASSISTANCE



**33**  
INFORMATION  
SERVICES

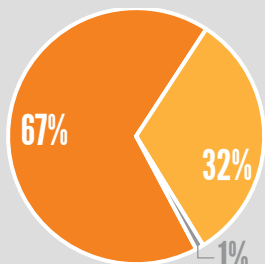
## TOP UNMET NEEDS\*

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 .....	200
Shelters/Transitional Housing .....	65
Rent Payment Assistance .....	11
Automotive Repair and Maintenance .....	3
Beds .....	3

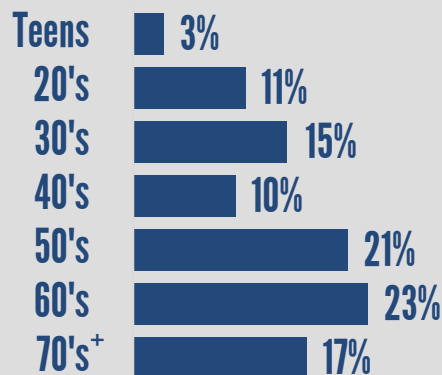
## DEMOGRAPHICS

### GENDER



■ FEMALE ■ MALE  
■ UNDETERMINED

### AGE



### TOP ZIP CODES

17603 .....	431	17545 .....	67
17602 .....	403	17551 .....	61
17522 .....	157	17517 .....	48
17601 .....	146	17552 .....	39
17543 .....	113	17557 .....	32
17512 .....	92	17540 .....	26
17022 .....	74	17547 .....	25

# TOP AGENCY REFERRALS

<b>United Way of Lancaster County (VITA Tax Preparation)</b> .....	<b>1042</b>
<b>Tabor Community Services, Inc.</b> .....	<b>179</b>
<b>Pennsylvania Department of Human Services</b> .....	<b>103</b>
<b>LHOP - Lancaster Housing Opportunity Partnership</b> .....	<b>70</b>
<b>Salvation Army - Lancaster</b> .....	<b>70</b>
<b>Pennsylvania Housing Finance Agency</b> .....	<b>51</b>
<b>Community Action Partnership of Lancaster County</b> .....	<b>43</b>
<b>Lancaster County Food Hub</b> .....	<b>31</b>
<b>Eviction Prevention Network for Covid-19 Relief</b> .....	<b>27</b>
<b>MidPenn Legal Services</b> .....	<b>24</b>