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*

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
67% 32% 1%

AGE
 Teens 3% 20's 11% 30's 15% 40's 10% 50's 21% 60's 23% 70's+ 17%

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

PA 211 EAST • 1910 HARRINGTON DRIVE • LANCASTER, PA 17601 • PHONE: 211 • WEB: PA211EAST.ORG
<table>
<thead>
<tr>
<th>Agency</th>
<th>Referrals</th>
</tr>
</thead>
<tbody>
<tr>
<td>United Way of Lancaster County (VITA Tax Preparation)</td>
<td>1042</td>
</tr>
<tr>
<td>Tabor Community Services, Inc.</td>
<td>179</td>
</tr>
<tr>
<td>Pennsylvania Department of Human Services</td>
<td>103</td>
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<tr>
<td>LHOP - Lancaster Housing Opportunity Partnership</td>
<td>70</td>
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<tr>
<td>Salvation Army - Lancaster</td>
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<tr>
<td>Pennsylvania Housing Finance Agency</td>
<td>51</td>
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<tr>
<td>Community Action Partnership of Lancaster County</td>
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<tr>
<td>Lancaster County Food Hub</td>
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<tr>
<td>Eviction Prevention Network for Covid-19 Relief</td>
<td>27</td>
</tr>
<tr>
<td>MidPenn Legal Services</td>
<td>24</td>
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</tbody>
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