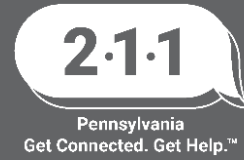




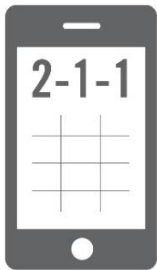
LANCASTER COUNTY MARCH 2020 REPORT



Thank you for being available for older Pennsylvanians who aren't quite sure what to do right now and can't go online for resources. - Lancaster County Resident



CONTACT VOLUME



2,087
PHONE
CONTACTS



770
WEBSITE
VISITS



42
EMAILS/TEXTS/
SOCIAL MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: **346**

TOP NEEDS



919
INCOME SUPPORT/
ASSISTANCE



498
HOUSING
ASSISTANCE



234
FOOD/
MEALS



76
UTILITY
ASSISTANCE



47
LEGAL/CONSUMER/
PUBLIC SAFETY

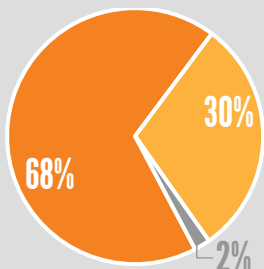
TOP UNMET NEEDS*

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.

Shelters/Transitional Housing	53
VITA Programs/Tax Preparation Assistance	52
Rent Payment Assistance	12
Income Support & Employment	4
Temporary Financial Assistance	4

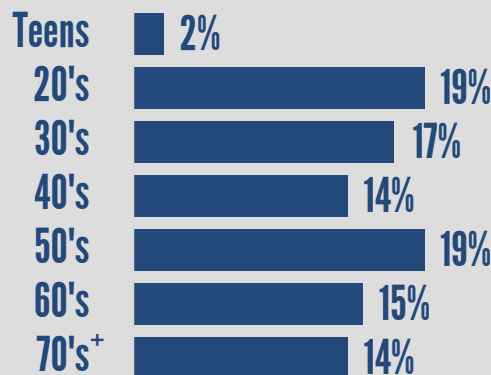
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

17603	590	17545	66
17602	348	17552	48
17601	176	17517	43
17522	150	17554	40
17512	130	17540	30
17022	87	17557	29
17543	73	17584	28

TOP AGENCY REFERRALS

United Way of Lancaster County (VITA Tax Program)	805
Salvation Army - Lancaster	170
Tabor Community Services, Inc.	140
Pennsylvania Department of Human Services	124
Lancaster County Food Hub	94
Community Action Partnership of Lancaster County	59
LHOP - Lancaster Housing Opportunity Partnership	54
Water Street Ministries	37
Pennsylvania Housing Finance Agency	34
Bethel AME Church - Lancaster	31