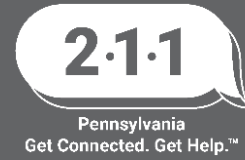




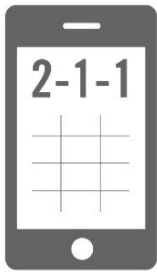
LANCASTER COUNTY MAY 2020 REPORT



Let me call 211 because you never know what they have up their sleeve. 211 will tell what you need to do and where to go. - Lancaster County Resident



CONTACT VOLUME



1,115
PHONE
CONTACTS



787
WEBSITE
VISITS



21
EMAILS/TEXTS/
SOCIAL MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: **428**

TOP NEEDS



476
INCOME/SUPPORT
ASSISTANCE



421
HOUSING
ASSISTANCE



113
FOOD/
MEALS



63
UTILITY
ASSISTANCE



52
LEGAL/CONSUMER/
PUBLIC SAFETY

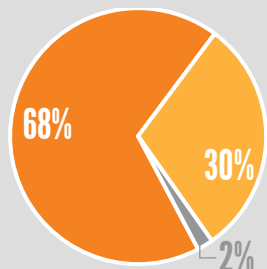
TOP UNMET NEEDS*

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.

VITA Programs/Tax Preparation Assistance	64
Shelters/Transitional Housing	60
Rent Payment Assistance	9
Low Income/Subsidized Private Rental Housing	4
Motel Bill Payment/Homeless Motel Vouchers	2

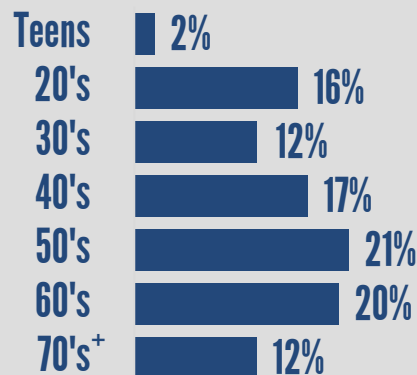
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

17603	339	17022	19
17602	255	17551	17
17601	72	17557	17
17522	71	17552	16
17512	54	17517	16
17543	48	17572	16
17545	24	17584	15

TOP AGENCY REFERRALS

United Way of Lancaster County (VITA Tax Program)	384
Tabor Community Services, Inc.	117
Pennsylvania Department of Human Services	86
Salvation Army - Lancaster	85
LHOP - Lancaster Housing Opportunity Partnership	45
Pennsylvania Housing Finance Agency	39
Community Action Partnership of Lancaster County	37
Lancaster County Food Hub	37
Internal Revenue Service	26
MidPenn Legal Services	26