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**

- 68% Female
- 30% Male
- 2% Undetermined

**Age**

- Teens 2%
- 20’s 16%
- 30’s 12%
- 40’s 17%
- 50’s 21%
- 60’s 20%
- 70’s+ 12%

**Top Zip Codes**

- 17603 .......... 339
- 17602 .......... 255
- 17601 .......... 72
- 17522 .......... 71
- 17512 .......... 54
- 17543 .......... 48
- 17545 .......... 24
- 17022 .......... 19
- 17551 .......... 17
- 17557 .......... 17
- 17552 .......... 16
- 17517 .......... 16
- 17572 .......... 16
- 17584 .......... 15
<table>
<thead>
<tr>
<th>Agency/Roll Call</th>
<th>Referrals</th>
</tr>
</thead>
<tbody>
<tr>
<td>United Way of Lancaster County (VITA Tax Program)</td>
<td>384</td>
</tr>
<tr>
<td>Tabor Community Services, Inc.</td>
<td>117</td>
</tr>
<tr>
<td>Pennsylvania Department of Human Services</td>
<td>86</td>
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<tr>
<td>Salvation Army - Lancaster</td>
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<tr>
<td>LHOP - Lancaster Housing Opportunity Partnership</td>
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<tr>
<td>Pennsylvania Housing Finance Agency</td>
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<tr>
<td>Community Action Partnership of Lancaster County</td>
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<td>Lancaster County Food Hub</td>
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<td>Internal Revenue Service</td>
<td>26</td>
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<tr>
<td>MidPenn Legal Services</td>
<td>26</td>
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</tbody>
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