You have no idea how much talking with you has relieved my stress of worrying about these bills. - Lancaster County Resident

**CONTACT VOLUME**

- 22,630 Phone Contacts
- 12,743 Website Searches
- 372 Email/Text/Chat/Social Media

Number of contacts stating their need was directly related to COVID-19: **3,368**

**TOP NEEDS**

- **8,325** Income Support/Assistance
- **7,817** Housing Assistance
- **2,357** Individual/Family/Community Support
- **1,595** Food/Meals
- **1,132** Utility Assistance

**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........... 709
Shelters/Transitional Housing............................. 538
Rent Payment Assistance.................................... 318
Christmas Baskets.................................................. 140
Water Service Payment Assistance..................... 31

**DEMOGRAPHICS**

- **Gender**
  - Female: 66%
  - Male: 33%
  - Undetermined: 1%

- **Age**
  - Teens: 3%
  - 20’s: 13%
  - 30’s: 16%
  - 40’s: 13%
  - 50’s: 26%
  - 60’s: 21%
  - 70’s+: 8%

**TOP ZIP CODES**

17603...........5,940 17022...........606
17602...........5,523 17545...........598
17601...........1,836 17552...........441
17522...........1,469 17517...........400
17512...........1,071 17540...........276
17543...........952 17554...........261
17551...........717 17557...........222

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<table>
<thead>
<tr>
<th>Agency</th>
<th>Referrals</th>
</tr>
</thead>
<tbody>
<tr>
<td>United Way of Lancaster County <em>(VITA Tax Program)</em></td>
<td>7,644</td>
</tr>
<tr>
<td>Tabor Community Services, Inc. <em>(CHART)</em></td>
<td>1,947</td>
</tr>
<tr>
<td>Pennsylvania Department of Human Services <em>(Emergency Shelter Allowance, Diversion Cash Assistance, LIHEAP)</em></td>
<td>1,874</td>
</tr>
<tr>
<td>Salvation Army - Lancaster</td>
<td>1,395</td>
</tr>
<tr>
<td>Lancaster County Project For The Needy</td>
<td>1,370</td>
</tr>
<tr>
<td>LHOP - Lancaster Housing Opportunity Partnership</td>
<td>887</td>
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<tr>
<td>Pennsylvania Housing Finance Agency</td>
<td>753</td>
</tr>
<tr>
<td>Lancaster County Food Hub</td>
<td>643</td>
</tr>
<tr>
<td>Community Action Partnership of Lancaster County <em>(Crispus Attucks Food Pantry, Domestic Violence Services)</em></td>
<td>609</td>
</tr>
<tr>
<td>MidPenn Legal Services</td>
<td>381</td>
</tr>
</tbody>
</table>