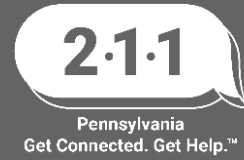




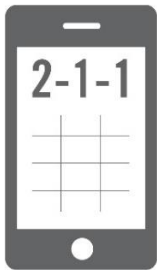
# LANCASTER COUNTY ANNUAL 2020 REPORT



*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

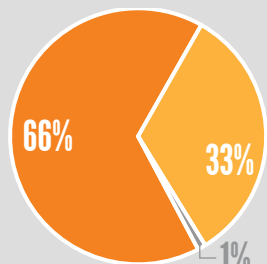
## TOP UNMET NEEDS\*

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

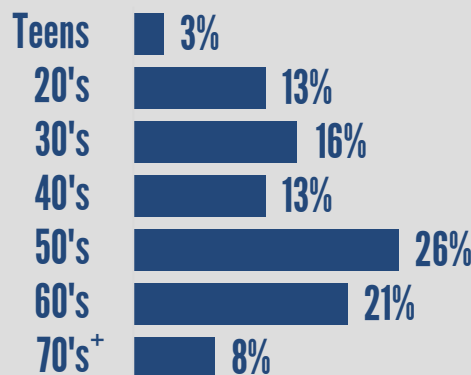
## DEMOGRAPHICS

### GENDER



■ FEMALE ■ MALE ■ UNDETERMINED

### AGE



### 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

# TOP AGENCY REFERRALS

*\*A few Agencies may include top referred programs/services*

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