

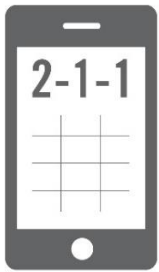


LANCASTER COUNTY JANUARY 2021 REPORT



“You are the first person who has taken the time to actually talk to me and listen...I was on the verge of a breakdown, you have provided me with peace of mind.” - Lancaster County Resident

CONTACT VOLUME



2,321
PHONE
CONTACTS



1,680
WEBSITE
SEARCHES



39
EMAIL/TEXT/
CHAT/SOCIAL
MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: **548**

TOP NEEDS



1,060
INCOME SUPPORT/
ASSISTANCE



1,031
HOUSING
ASSISTANCE



138
HEALTH
CARE



134
UTILITY
ASSISTANCE



125
FOOD/
MEALS

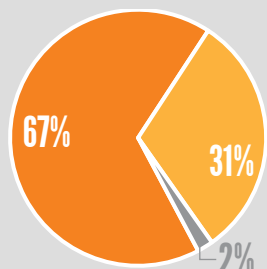
TOP UNMET NEEDS*

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.

Rent Payment Assistance	67
VITA Programs/Tax Preparation Assistance.....	61
Shelters/Transitional Housing	25
Motel Bill Payment Assistance	6
Automotive Repair and Maintenance.....	3

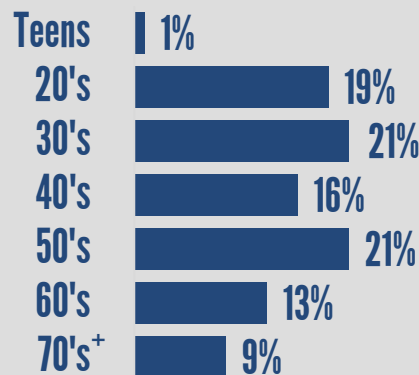
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

17603	643	17545	63
17602	447	17022	52
17601	187	17552	47
17522	172	17517	47
17543	151	17554	36
17512	107	17540	31
17551	69	17547	27

TOP AGENCY REFERRALS

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

United Way of Lancaster County (VITA Tax Preparation)	934
Salvation Army - Lancaster	286
Pennsylvania Department of Human Services (LIHEAP, Emergency Shelter Allowance, Diversion Cash Assistance)	249
Tabor Community Services, Inc. (CHART)	199
Eviction Prevention Network for Covid-19 Relief	192
Pennsylvania Department of Health	89
LHOP - Lancaster Housing Opportunity Partnership	68
MidPenn Legal Services	51
Pennsylvania Housing Finance Agency	49
Lancaster County Food Hub	48

VITA APPOINTMENTS

211 began scheduling appointments for United Way of Lancaster County's VITA tax program on January 1, 2021

Total number of appointments scheduled by 211 this month	1,001
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