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.

---

**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**

- 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: 67%
  - MALE: 31%
  - UNDETERMINED: 2%

- **AGE**
  - Teens: 1%
  - 20's: 19%
  - 30's: 21%
  - 40's: 16%
  - 50's: 21%
  - 60's: 13%
  - 70's+: 9%

- **TOP ZIP CODES**
  - 17603 ..................................................................64
  - 17602 ..................................................................47
  - 17601 ..................................................................47
  - 17522 ..................................................................36
  - 17512 ..................................................................31
  - 17511 ..................................................................27
  - 17543 ..................................................................36
  - 17545 ..................................................................63
  - 17540 ..................................................................31
  - 17522 ..................................................................52
  - 17554 ..................................................................47
  - 17547 ..................................................................21

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"LANCASTER COUNTY JANUARY 2021 REPORT"
### TOP AGENCY REFERRALS

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

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

### 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