God bless you and thank you for all you are doing.
- Lancaster County Resident

CONTACT VOLUME

2,837 PHONE CONTACTS
1,569 WEBSITE SEARCHES
31 EMAIL/TEXT/CHAT/SOCIAL MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: 336

TOP NEEDS

1,811 INCOME SUPPORT/ASSISTANCE
824 HOUSING ASSISTANCE
132 UTILITY ASSISTANCE
73 HEALTH CARE
71 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.

VITA Programs/Tax Preparation Assistance ........... 271
Rent Payment Assistance .................................. 44
Shelters/Transitional Housing ................................. 9
Motel Bill Payment Assistance ............................... 4
Rental Deposit Assistance ..................................... 4

DEMOGRAPHICS

GENDER

65% FEMALE
34% MALE
1% UNDETERMINED

AGE

 Teens 1%
20’s 12%
30’s 19%
40’s 14%
50’s 23%
60’s 19%
70’s+ 12%

TOP ZIP CODES

17603 ........ 677 17545 .......... 94
17602 .......... 534 17552 .......... 70
17601 .......... 233 17517 .......... 66
17522 .......... 227 17551 .......... 60
17543 .......... 170 17557 .......... 42
17512 .......... 145 17554 .......... 41
17022 .......... 96 17547 .......... 27
**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>1,508</td>
</tr>
<tr>
<td>Salvation Army - Lancaster</td>
<td>181</td>
</tr>
<tr>
<td>Eviction Prevention Network for Covid-19 Relief</td>
<td>172</td>
</tr>
<tr>
<td>Pennsylvania Department of Human Services <em>(LIHEAP, Emergency Shelter Allowance, Diversion Cash Assistance)</em></td>
<td>157</td>
</tr>
<tr>
<td>Tabor Community Services, Inc. <em>(CHART)</em></td>
<td>144</td>
</tr>
<tr>
<td>LHOP - Lancaster Housing Opportunity Partnership</td>
<td>68</td>
</tr>
<tr>
<td>Pennsylvania Housing Finance Agency</td>
<td>58</td>
</tr>
<tr>
<td>Water Street Mission</td>
<td>42</td>
</tr>
<tr>
<td>Lancaster County Food Hub</td>
<td>38</td>
</tr>
<tr>
<td>Pennsylvania Housing Finance Agency</td>
<td>58</td>
</tr>
</tbody>
</table>

**VITA APPOINTMENTS**

211 began scheduling appointments for United Way of Lancaster County’s VITA tax program on January 1, 2021  
*Please note that VITA stopped accepting appointments on February 19, 2021*

Total number of appointments scheduled by 211 this month ................................................................. 1,503