



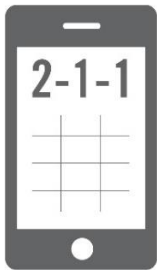
# LANCASTER COUNTY FEBRUARY 2021 REPORT



*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

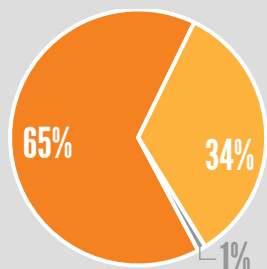
## TOP UNMET NEEDS\*

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

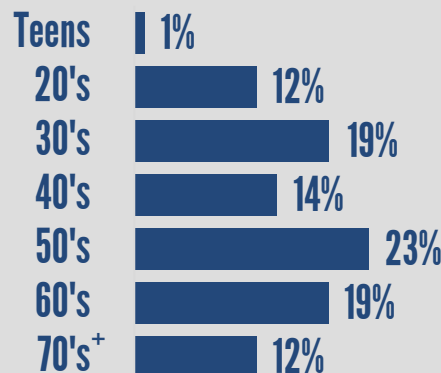
## DEMOGRAPHICS

### GENDER



■ FEMALE ■ MALE  
■ UNDETERMINED

### AGE



### 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*

<b>United Way of Lancaster County (VITA Tax Preparation)</b> .....	<b>1,508</b>
<b>Salvation Army - Lancaster</b> .....	<b>181</b>
<b>Eviction Prevention Network for Covid-19 Relief</b> .....	<b>172</b>
<b>Pennsylvania Department of Human Services (LIHEAP, Emergency Shelter Allowance, Diversion Cash Assistance)</b> .....	<b>157</b>
<b>Tabor Community Services, Inc. (CHART)</b> .....	<b>144</b>
<b>LHOP - Lancaster Housing Opportunity Partnership</b> .....	<b>68</b>
<b>Pennsylvania Housing Finance Agency</b> .....	<b>58</b>
<b>Water Street Mission</b> .....	<b>42</b>
<b>Lancaster County Food Hub</b> .....	<b>38</b>
<b>Pennsylvania Housing Finance Agency</b> .....	<b>58</b>

# 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*

<b>Total number of appointments scheduled by 211 this month</b> .....	<b>1,503</b>
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