



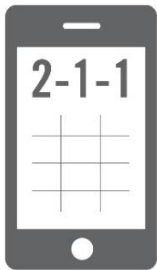
# LANCASTER COUNTY MARCH 2021 REPORT



*You have been a massive help; It is so nice to talk to someone so knowledgeable.*  
- Lancaster County Resident



## CONTACT VOLUME



**2,372**  
PHONE  
CONTACTS



**1,314**  
WEBSITE  
SEARCHES



**28**  
EMAIL/TEXT/  
CHAT/SOCIAL  
MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: **351**

## TOP NEEDS



**1,291**  
INCOME SUPPORT/  
ASSISTANCE



**919**  
HOUSING  
ASSISTANCE



**155**  
UTILITY  
ASSISTANCE



**80**  
HEALTH  
CARE



**80**  
FOOD/  
MEALS

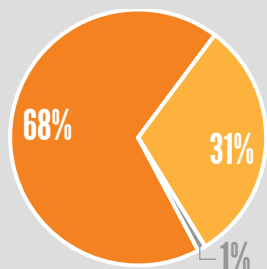
## TOP UNMET NEEDS\*

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 .....	418
Rent Payment Assistance .....	18
Shelters/Transitional Housing .....	18
Automobile Payment Assistance .....	5
Rental Deposit Assistance .....	5

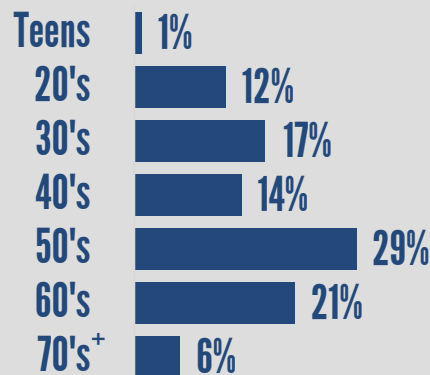
## DEMOGRAPHICS

### GENDER



■ FEMALE ■ MALE  
■ UNDETERMINED

### AGE



### TOP ZIP CODES

17603 .....	653	17545 .....	62
17602 .....	476	17551 .....	62
17522 .....	178	17552 .....	60
17543 .....	160	17517 .....	45
17601 .....	148	17554 .....	34
17512 .....	87	17538 .....	32
17022 .....	62	17501 .....	27

# TOP AGENCY REFERRALS

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

<b>United Way of Lancaster County (VITA Tax Preparation)</b> .....	<b>936</b>
<b>Emergency Rental Assistance Program</b> .....	<b>215</b>
<b>Tabor Community Services, Inc. (CHART)</b> .....	<b>198</b>
<b>Salvation Army - Lancaster</b> .....	<b>165</b>
<b>Pennsylvania Department of Human Services (LIHEAP, Emergency Shelter Allowance, Diversion Cash Assistance)</b> .....	<b>148</b>
<b>LHOP - Lancaster Housing Opportunity Partnership</b> .....	<b>95</b>
<b>Pennsylvania Housing Finance Agency</b> .....	<b>91</b>
<b>Internal Revenue Service</b> .....	<b>74</b>
<b>MidPenn Legal Services</b> .....	<b>40</b>
<b>Rebel Cause Lancaster</b> .....	<b>38</b>