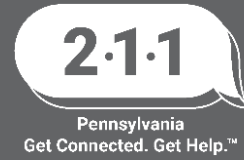




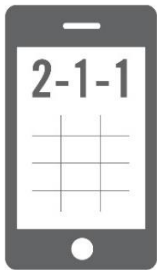
# LANCASTER COUNTY APRIL 2021 REPORT



*You have been very helpful and compassionate.*  
- Lancaster County Resident



## CONTACT VOLUME



**1,452**  
PHONE  
CONTACTS



**1,280**  
WEBSITE  
SEARCHES



**20**  
EMAIL/TEXT/  
CHAT/SOCIAL  
MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: **158**

## TOP NEEDS



**968**  
HOUSING  
ASSISTANCE



**581**  
INCOME SUPPORT/  
ASSISTANCE



**106**  
FOOD/  
MEALS



**122**  
UTILITY  
ASSISTANCE



**84**  
HEALTH  
CARE

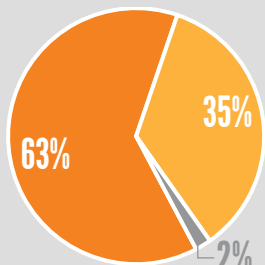
## TOP UNMET NEEDS\*

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.....	104
Shelters/Transitional Housing .....	20
Rent Payment Assistance .....	6
Motel Bill Payment/Homeless Motel Vouchers .....	5
Easter Meals .....	2

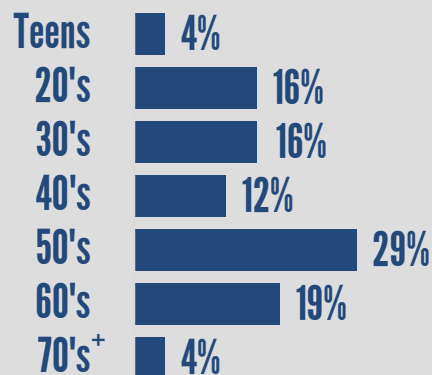
## DEMOGRAPHICS

### GENDER



■ FEMALE ■ MALE  
■ UNDETERMINED

### AGE



### TOP ZIP CODES

17603	376	17551	42
17602	365	17552	25
17543	96	17545	23
17601	92	17517	22
17522	82	17557	19
17022	55	17554	19
17512	50	17566	15

# TOP AGENCY REFERRALS

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

<b>United Way of Lancaster County (VITA Tax Preparation)</b> .....	<b>386</b>
<b>Tabor Community Services, Inc. (CHART)</b> .....	<b>220</b>
<b>Emergency Rental Assistance Program</b> .....	<b>110</b>
<b>Pennsylvania Department of Human Services (LIHEAP, Emergency Shelter Allowance, Diversion Cash Assistance)</b> .....	<b>91</b>
<b>Salvation Army - Lancaster</b> .....	<b>91</b>
<b>LHOP - Lancaster Housing Opportunity Partnership</b> .....	<b>80</b>
<b>Pennsylvania Housing Finance Agency</b> .....	<b>79</b>
<b>Rebel Cause Lancaster</b> .....	<b>52</b>
<b>Internal Revenue Service</b> .....	<b>44</b>
<b>Community Action Partnership of Lancaster County</b> .....	<b>41</b>