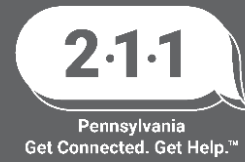




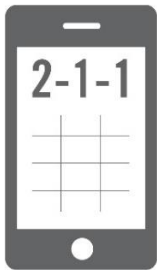
LANCASTER COUNTY JUNE 2021 REPORT



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



CONTACT VOLUME



1,009
PHONE
CONTACTS



1,081
WEBSITE
SEARCHES



32
EMAIL/TEXT/
CHAT/SOCIAL
MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: **123**

TOP NEEDS



840
HOUSING
ASSISTANCE



125
UTILITY
ASSISTANCE



92
INCOME SUPPORT/
ASSISTANCE



57
INDIVIDUAL/FAMILY/
COMMUNITY SUPPORT



56
LEGAL/CONSUMER/
PUBLIC SAFETY

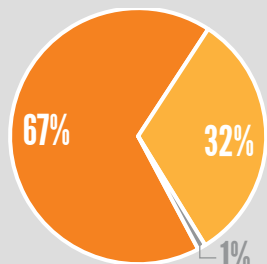
TOP UNMET NEEDS*

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.

Shelters/Transitional Housing	37
Motel Bill Payment/Homeless Motel Vouchers	8
Rent Payment Assistance	8
Air Conditioners	6
Sewer Service Payment Assistance.....	5

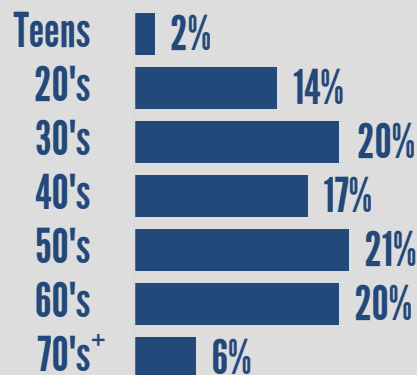
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

17603	302	17552	27
17602	253	17022	23
17601	91	17545	17
17543	59	17547	17
17512	46	17554	12
17522	38	17517	9
17551	33	17562	8

TOP AGENCY REFERRALS

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

Tenfold (<i>CHART, LHOP-Housing Search</i>).....	311
Salvation Army - Lancaster	132
Emergency Rental Assistance Program	119
Saint Vincent de Paul Society - Saint John Neumann Conference	96
Pennsylvania Housing Finance Agency (<i>PA Housing Search Website</i>),	80
Pennsylvania Department of Human Services (<i>Emergency Shelter Allowance, Diversion Cash Assistance</i>).....	64
Rebel Cause Lancaster	50
Water Street Mission	47
United Way of Lancaster County (<i>VITA Tax Program</i>)	46
Community Action Partnership of Lancaster County (<i>Domestic Violence Services</i>)	37