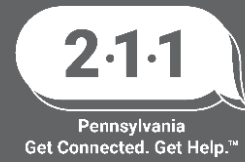




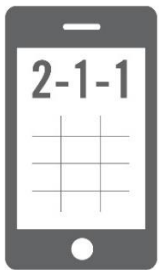
LANCASTER COUNTY MAY 2021 REPORT



You have been so pleasant, keep up the good work!
- Lancaster County Resident



CONTACT VOLUME



1,110
PHONE
CONTACTS



1,236
WEBSITE
SEARCHES



29
EMAIL/TEXT/
CHAT/SOCIAL
MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: **125**

TOP NEEDS



752
HOUSING
ASSISTANCE



244
INCOME SUPPORT/
ASSISTANCE



100
UTILITY
ASSISTANCE



49
FOOD/
MEALS



47
LEGAL/CONSUMER/
PUBLIC SAFETY

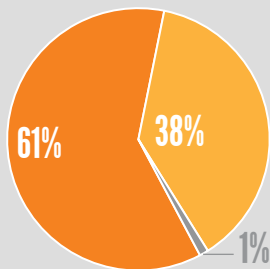
TOP UNMET NEEDS*

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	18
VITA Programs/Tax Preparation Assistance	10
Rent Payment Assistance	9
Housing Search Assistance.....	3
Low Income/Subsidized Private Rental Housing	2

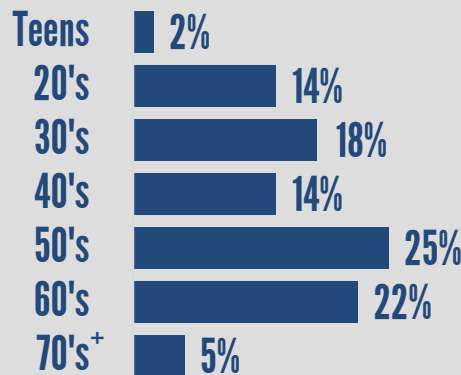
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

17603	339	17552	21
17602	288	17545	21
17543	72	17022	19
17601	69	17501	15
17512	50	17517	12
17522	55	17554	12
17551	38	17557	12

TOP AGENCY REFERRALS

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

Tabor Community Services, Inc. (CHART)	204
United Way of Lancaster County (VITA Tax Preparation)	203
Emergency Rental Assistance Program	111
Salvation Army - Lancaster	108
LHOP - Lancaster Housing Opportunity Partnership	93
Pennsylvania Housing Finance Agency	74
Pennsylvania Department of Human Services (Emergency Shelter Allowance, Food Stamps/SNAP, Medicaid)	55
Rebel Cause Lancaster	50
Water Street Mission	43
Saint Vincent de Paul Society - Saint John Neumann Conference	38