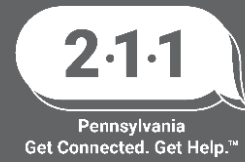


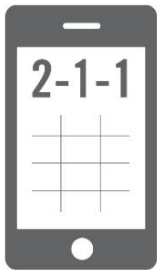


LANCASTER COUNTY JULY 2021 REPORT



“ Thank you so much, you have been so, kind...much kinder than anyone has been to me. ”
You will be blessed. - Lancaster County Resident

CONTACT VOLUME



1,092
PHONE
CONTACTS



1,446
WEBSITE
SEARCHES



40
EMAIL/TEXT/
CHAT/SOCIAL
MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: **111**

TOP NEEDS



849
HOUSING
ASSISTANCE



112
UTILITY
ASSISTANCE



84
INCOME SUPPORT/
ASSISTANCE



77
FOOD/
MEALS



63
HEALTH
CARE

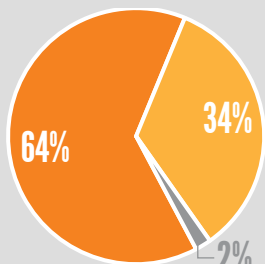
TOP UNMET NEEDS*

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.

Shelters/Transitional Housing	31
Rent Payment Assistance	19
Motel Bill Payment/Homeless Motel Vouchers	7
Housing Search Assistance.....	5
Electric Service Payment Assistance.....	4

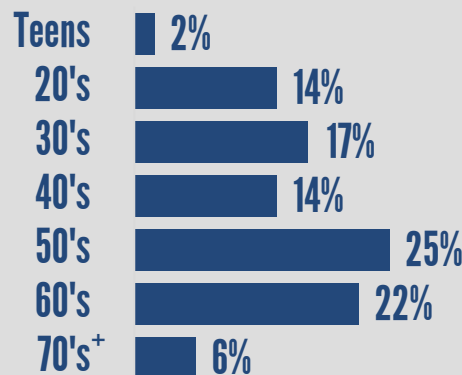
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

17603	310	17551	36
17602	279	17517	21
17601	87	17545	20
17543	79	17554	15
17512	54	17557	14
17522	46	17552	11
17022	24	17547	11

TOP AGENCY REFERRALS

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

Tenfold (<i>CHART, LHOP-Housing Search</i>).....	277
Salvation Army - Lancaster	159
Emergency Rental Assistance Program	96
Pennsylvania Housing Finance Agency (<i>PA Housing Search Website</i>).....	93
Pennsylvania Department of Human Services (<i>Emergency Shelter Allowance, Diversion Cash Assistance</i>).....	72
Water Street Mission	52
Community Basics, INC	52
Housing Development Corporation MidAtlantic	44
Community Action Partnership of Lancaster County (<i>Domestic Violence Services, Crispus Attucks Food Pantry</i>).....	43
Rebel Cause Lancaster	41