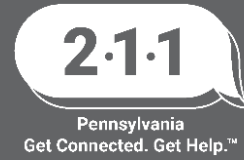




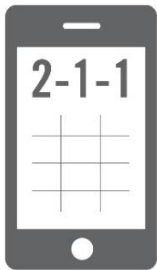
LANCASTER COUNTY AUGUST 2021 REPORT



*If I need any other resources and I call 211 again, am I able to speak with you again?
You are so kind!* - Lancaster County Resident



CONTACT VOLUME



1,090
PHONE
CONTACTS



1,700
WEBSITE
SEARCHES



48
EMAIL/TEXT/
CHAT/SOCIAL
MEDIA

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

TOP NEEDS



898
HOUSING
ASSISTANCE



139
UTILITY
ASSISTANCE



78
INCOME SUPPORT/
ASSISTANCE



67
LEGAL/CONSUMER/
PUBLIC SAFETY SERVICES



65
FOOD/
MEALS

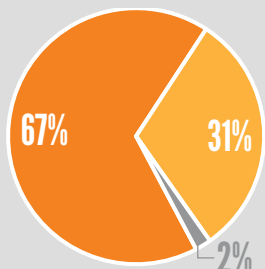
TOP UNMET NEEDS*

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.

Shelters/Transitional Housing	31
Motel Bill Payment/Homeless Motel Vouchers	5
Rent Payment Assistance	4
Air Conditioners	3
Automobile Payment Assistance	2

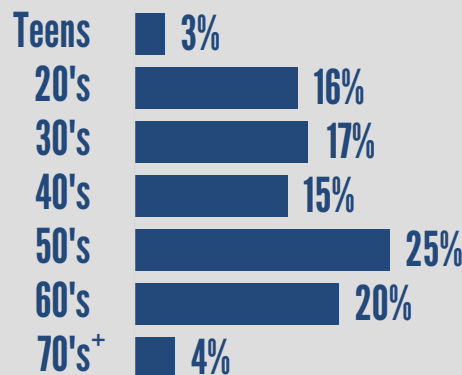
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

17603	340	17022	31
17602	261	17545	22
17543	88	17540	14
17601	70	17552	14
17522	54	17547	13
17512	43	17584	13
17551	36	17517	12

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, Food Stamps/SNAP, 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