



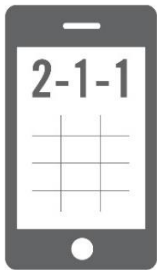
LANCASTER COUNTY SEPTEMBER 2021 REPORT



*I was so nervous when I made this call, I am no longer nervous.
I appreciate all of your help!* - Lancaster County Resident



CONTACT VOLUME



1,155
PHONE
CONTACTS



1,909
WEBSITE
SEARCHES



41
EMAIL/TEXT/
CHAT/SOCIAL
MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: **165**

TOP NEEDS



929
HOUSING
ASSISTANCE



138
UTILITY
ASSISTANCE



89
INCOME SUPPORT/
ASSISTANCE



81
FOOD/
MEALS



61
CLOTHING/PERSONAL/
HOUSEHOLD NEEDS

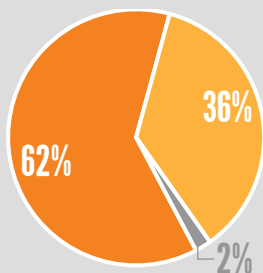
TOP UNMET NEEDS*

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	40
Motel Bill Payment/Homeless Motel Vouchers	11
Rent Payment Assistance	4
Gas Money	4
Recovery Homes/Halfway Houses	2

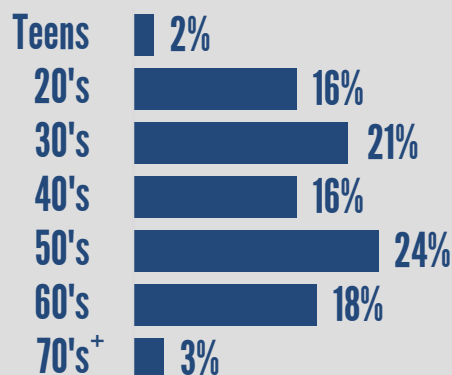
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

17603	386	17022	28
17602	276	17545	20
17543	79	17552	19
17601	77	17517	17
17512	54	17557	14
17522	51	17566	13
17551	38	17547	12

TOP AGENCY REFERRALS

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

Tenfold (<i>CHART, Housing Search</i>)	358
Good Samaritan Services	174
Emergency Rental Assistance Program	145
Salvation Army - Lancaster	142
Saint Vincent de Paul Society - Saint John Neumann Conference	99
Pennsylvania Housing Finance Agency (<i>PA Housing Search Website</i>)	85
Water Street Mission	68
Pennsylvania Department of Human Services	65
Community Action Partnership of Lancaster County (<i>Domestic Violence Services, Crispus Attucks Food Pantry</i>)	42
United Way of Lancaster County (<i>VITA</i>)	41