



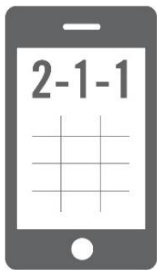
LANCASTER COUNTY OCTOBER 2021 REPORT



Thank you, you just made my day a whole lot better!
- Lancaster County Resident



CONTACT VOLUME



1,044
PHONE
CONTACTS



2,101
WEBSITE
SEARCHES



27
EMAIL/TEXT/
CHAT/SOCIAL
MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: **103**

TOP NEEDS



794
HOUSING
ASSISTANCE



112
UTILITY
ASSISTANCE



77
INCOME SUPPORT/
ASSISTANCE



74
INDIVIDUAL/FAMILY
COMMUNITY SUPPORT



67
FOOD/
MEALS

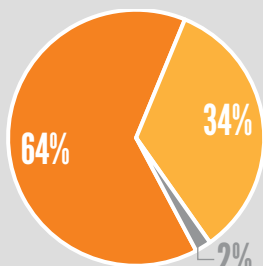
TOP UNMET NEEDS*

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	29
Motel Bill Payment/Homeless Motel Vouchers	7
VITA Programs	4
Thanksgiving Baskets	3
Property Tax Payment Assistance	2

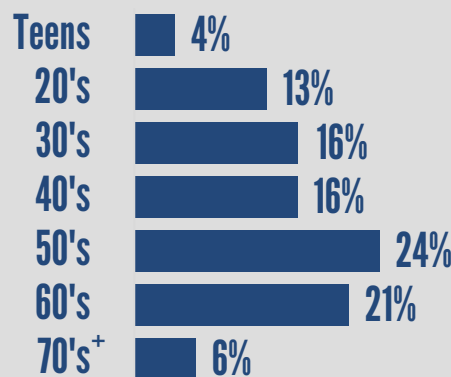
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

17603	316	17545	31
17602	225	17022	19
17543	72	17540	16
17522	58	17552	14
17601	52	17547	14
17512	49	17554	11
17551	35	17517	10

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