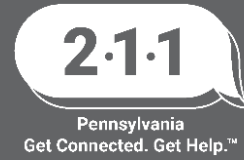


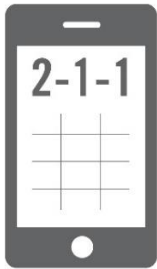


# LANCASTER COUNTY ANNUAL 2021 REPORT



“ Thank you for listening to me, a lot of people I have talked to don't really want to listen...  
I really appreciate you taking the time and talking to me. - Lancaster County Resident ”

## CONTACT VOLUME



**19,116**  
PHONE  
CONTACTS



**20,441**  
WEBSITE  
SEARCHES



**447**  
EMAIL/TEXT/  
CHAT/SOCIAL  
MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: **2,333**

## TOP NEEDS



**10,361**  
HOUSING  
ASSISTANCE



**5,517**  
INCOME SUPPORT/  
ASSISTANCE



**2,273**  
INDIVIDUAL/FAMILY/  
COMMUNITY SUPPORT



**1,437**  
UTILITY  
ASSISTANCE



**902**  
FOOD/  
MEALS

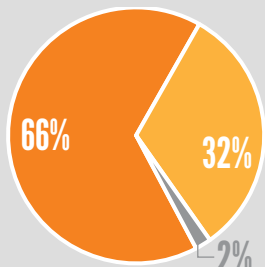
## TOP UNMET NEEDS\*

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.

VITA Programs/Tax Preparation Assistance .....	876
Shelters/Transitional Housing .....	340
Rent Payment Assistance .....	195
Christmas Baskets .....	96
Motel Bill Payment/Homeless Motel Vouchers .....	79

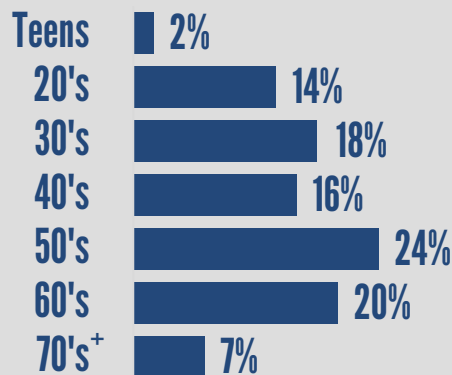
## DEMOGRAPHICS

### GENDER



■ FEMALE ■ MALE  
■ UNDETERMINED

### AGE



### TOP ZIP CODES

17603 .....	5,617	17022 .....	476
17602 .....	4,445	17545 .....	446
17601 .....	1,291	17552 .....	357
17543 .....	1,148	17517 .....	288
17522 .....	1,100	17554 .....	237
17512 .....	837	17557 .....	210
17551 .....	549	17540 .....	182

# TOP AGENCY REFERRALS

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

<b>United Way of Lancaster County</b> ( <i>VITA Tax Program</i> ) .....	<b>4,217</b>
<b>Tenfold</b> ( <i>CHART, LHOP - Housing Search</i> ) .....	<b>3,360</b>
<b>Salvation Army - Lancaster</b> .....	<b>1,625</b>
<b>Pennsylvania Department of Human Services</b> ( <i>Emergency Shelter Allowance, Diversion Cash Assistance, LIHEAP</i> ) .....	<b>1,350</b>
<b>Lancaster County Project For The Needy</b> .....	<b>1,275</b>
<b>Emergency Rental Assistance Program</b> .....	<b>1,179</b>
<b>Pennsylvania Housing Finance Agency</b> .....	<b>1,055</b>
<b>Good Samaritan Services</b> .....	<b>926</b>
<b>Water Street Mission</b> .....	<b>675</b>
<b>Lancaster County Food Hub</b> .....	<b>489</b>