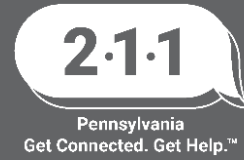




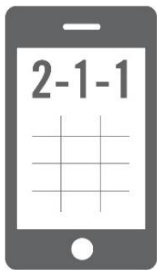
LANCASTER COUNTY JANUARY 2022 REPORT



Thank you so much for your kindness!
- Lancaster County Resident



CONTACT VOLUME



2,418
PHONE
CONTACTS



2,826
WEBSITE
SEARCHES



65
EMAIL/TEXT/
CHAT/SOCIAL
MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: **94**

TOP NEEDS



1,518
INCOME SUPPORT/
ASSISTANCE



875
HOUSING
ASSISTANCE



108
UTILITY
ASSISTANCE



103
DISASTER SERVICES
(EXTREME WEATHER SHELTERS)



72
FOOD/
MEALS

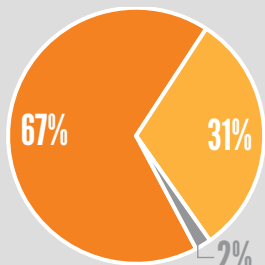
TOP UNMET NEEDS*

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	47
VITA Programs	30
Rent Payment Assistance	5
Low Income/Private Rental Housing	3
Motel Bill Payment Assistance	3

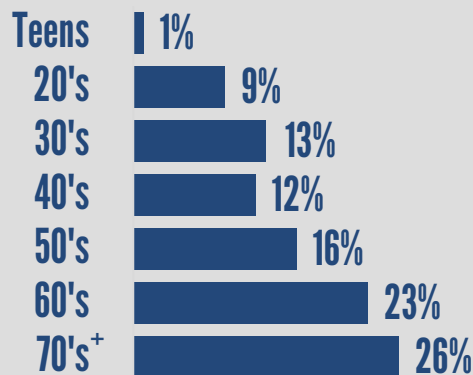
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

17603	527	17517	74
17602	420	17545	71
17522	265	17552	68
17601	172	17551	65
17543	169	17554	37
17512	113	17540	37
17022	82	17557	33

TOP AGENCY REFERRALS

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

United Way of Lancaster County (VITA)	1456
Tenfold (CHART, Housing Search)	265
Good Samaritan Services	170
Lancaster County Food Hub (Drop-In Center, Winter Shelter)	145
Pennsylvania Department of Human Services	136
Pennsylvania Housing Finance Agency (PA Housing Search Website)	111
Salvation Army - Lancaster	102
Water Street Mission	82
Emergency Rental Assistance Program	73
Saint Vincent de Paul Society - Saint John Neumann Conference	53