



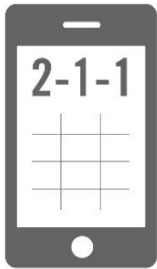
LANCASTER COUNTY REPORT FEBRUARY 2022



You have made me smile and have lifted my spirit.
- Lancaster County Resident



CONTACT VOLUME



2,508
PHONE
CONTACTS



3,006
WEBSITE
SEARCHES



47
EMAILS/TEXTS/
SOCIAL MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: **85**

TOP NEEDS



1,722
INCOME SUPPORT/
ASSISTANCE



697
HOUSING
ASSISTANCE



73
UTILITY
ASSISTANCE



53
DISASTER
SERVICES



50
LEGAL/CONSUMER/
PUBLIC SAFETY SERVICES

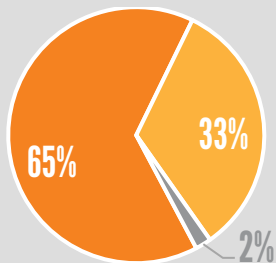
TOP UNMET NEEDS*

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.

Community Shelters/Transitional Housing	34
VITA (Volunteer Income Tax Assistance)	31
Homeless Motel Vouchers/Motel Bill Payment Assistance ..	4
Automobile Payment Assistance/Loans	4
Low Income/Subsidized Private Rental Housing	2

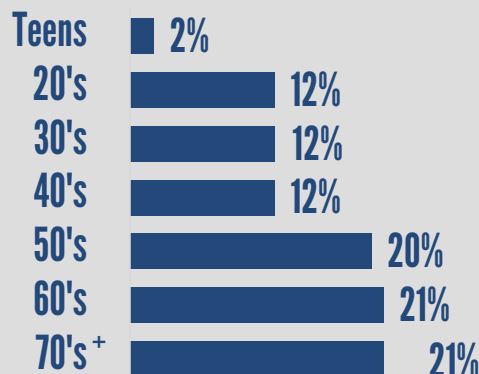
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

17603	634	17022	72
17602	392	17552	70
17601	211	17517	53
17522	211	17551	44
17543	156	17554	42
17512	139	17557	38
17545	75	17540	34

TOP AGENCY REFERRALS

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

United Way of Lancaster County (VITA Programs)	1,654
Tenfold (CHART, LHOP - Housing Search)	222
Lancaster County Food Hub	113
Pennsylvania Housing Finance Agency	107
Good Samaritan Services	93
Saint Vincent de Paul Society - Saint John Neumann Conference	84
Salvation Army - Lancaster	84
Pennsylvania Department of Human Services (Emergency Shelter Allowance, Diversion Cash Assistance, LIHEAP)	80
Water Street Mission	61
Emergency Rental Assistance Program	52