



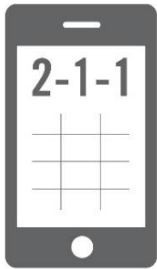
LANCASTER COUNTY REPORT JULY-SEPTEMBER 2022



You have been great. You guys at 211 are awesome and life savers!
- Lancaster County Resident



CONTACT VOLUME



2,087
PHONE
CONTACTS



7,941
WEBSITE
SEARCHES



246
EMAILS/TEXTS/
SOCIAL MEDIA

NUMBER OF CONTACTS STATING THEIR NEED WAS DIRECTLY RELATED TO COVID-19: **260**

TOP NEEDS



3,295
HOUSING
ASSISTANCE



439
UTILITY
ASSISTANCE



291
FOOD/
MEALS



236
INCOME SUPPORT/
ASSISTANCE



67
CLOTHING/PERSONAL/
HOUSEHOLD NEEDS

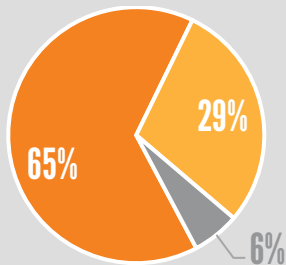
TOP UNMET NEEDS*

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.

Community Shelters/Transitional Housing.....	249
Homeless Motel Vouchers/Motel Bill Payment.....	36
Rent Payment Assistance.....	27
VITA Programs.....	12
Automobile Loans.....	9

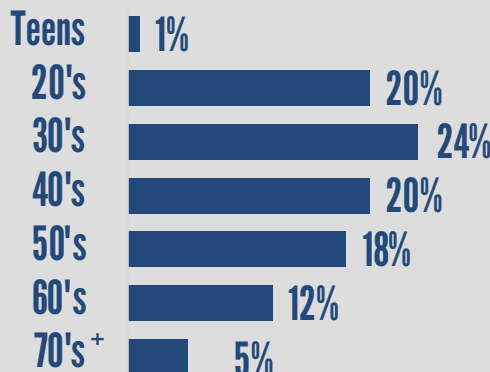
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

17603.....	917	17022.....	67
17602.....	801	17552.....	45
17601.....	194	17517.....	45
17512.....	182	17540.....	40
17522.....	119	17557.....	44
17543.....	95	17554.....	36
17545.....	69	17520.....	30

TOP AGENCY REFERRALS

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

Good Samaritan Services	854
Tenfold (<i>CHART, Housing Search</i>)	753
Salvation Army - Lancaster	515
Pennsylvania Housing Finance Agency (<i>PA Housing Search Website</i>).....	479
Pennsylvania Department of Human Services (<i>Emergency Shelter Allowance, Diversion Cash Assistance</i>).....	461
Water Street Mission	304
Community Basics, INC	215
Community Action Partnership of Lancaster County (<i>Domestic Violence Services</i>)	169
Saint Vincent de Paul Society - Saint John Neumann Conference	137
Housing Development Corporation MidAtlantic	132

Total Number of Referrals Provided this Quarter: 8,970