



# LANCASTER COUNTY QUARTERLY REPORT

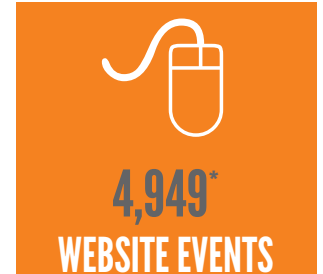
January 1, 2025-March 31, 2025



*This has been a very motivating experience...you have reignited something I had given up all hope in.* - Lancaster County Resident

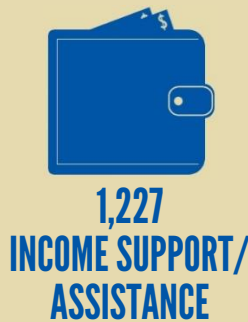


## CONTACT VOLUME



\*Website statistics January 1, 2025-February 10, 2025

## TOP NEEDS



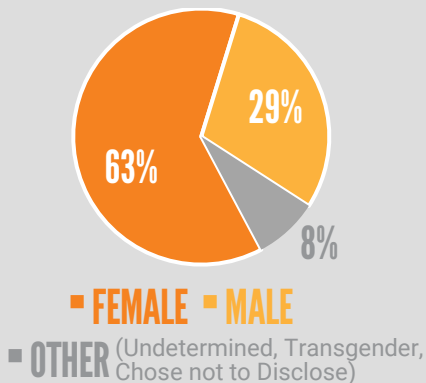
## TOP UNMET NEEDS\*

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.

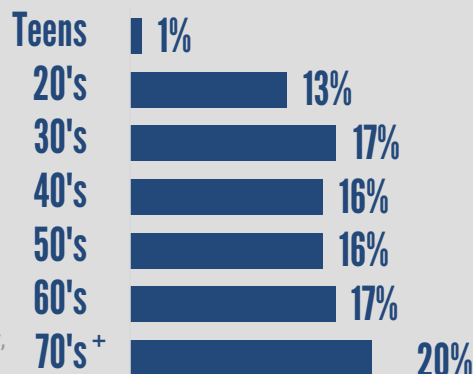
Community Shelters/Transitional Housing.....	178
VITA Programs .....	43
Homeless Motel Vouchers/Motel Bill Payment.....	36
Rent Payment Assistance .....	11
Automotive Repair and Maintenance.....	8

## DEMOGRAPHICS

### GENDER



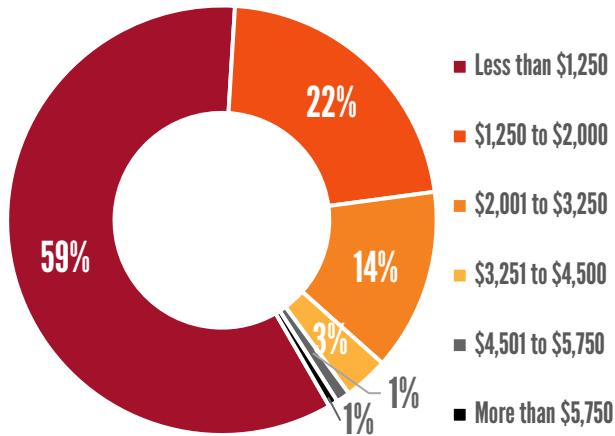
### AGE



### TOP ZIP CODES

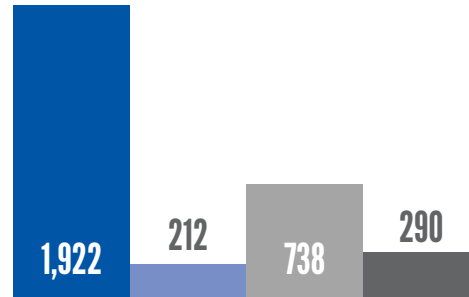
17603 .....	637	17545.....	70
17602 .....	526	17552 .....	62
17601.....	200	17517.....	47
17522 .....	193	17554.....	42
17512.....	151	17540 .....	36
17543 .....	143	17566.....	35
17022 .....	108	17557.....	34

## INCOME REPORT



## HOUSEHOLD SIZE REPORT

■ 1 Adult ■ 1 Child ■ 2 or More Adults ■ 2 or More Children



## TOP AGENCY REFERRALS

VITA Tax Assistance.....	1,010
Pennsylvania Department of Human Services.....	542
Tenfold.....	501
Salvation Army - Lancaster.....	364
HDC MidAtlantic.....	348
Community Basics, INC.....	345
Pennsylvania Housing Finance Agency.....	336
YMCA of the Roses - Lancaster City Center Branch.....	309
Water Street Mission.....	251
Good Samaritan Services.....	221

## COORDINATED ENTRY INTAKE

211 is a contracted partner for centralized intake for housing and homelessness services in Lancaster County. Callers are prescreened for eligibility to Coordinated Entry and referred to Lancaster County partners for further assessment. The number of intakes per month are reflected below.

