



I want to thank you for being so patient with me.
– Lancaster County Neighbor



CONTACT VOLUME

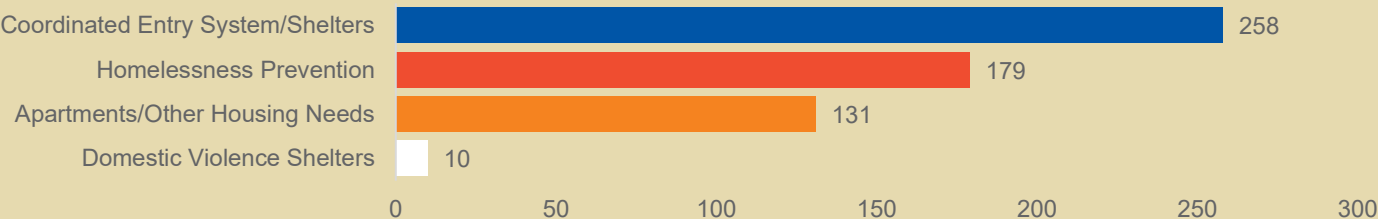
868
CALLS TO 211 INDICATING
A HOUSING CONCERN

477
HOUSING RELATED
INTERACTIONS HANDLED

76
COORDINATED ENTRY
ASSESSMENTS COMPLETED

TOP NEEDS

Some neighbors have multiple housing concerns. Captured are the total housing needs/referrals requested.



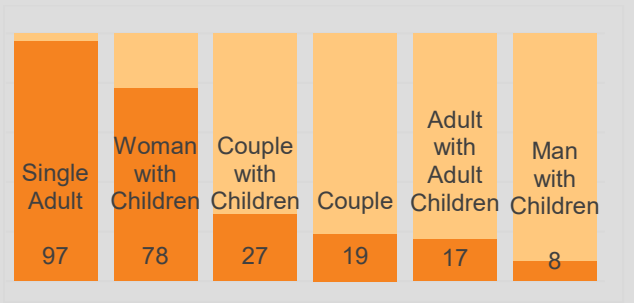
TOP UNMET NEEDS

There are times when a specialist is not able to refer for the neighbor'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.

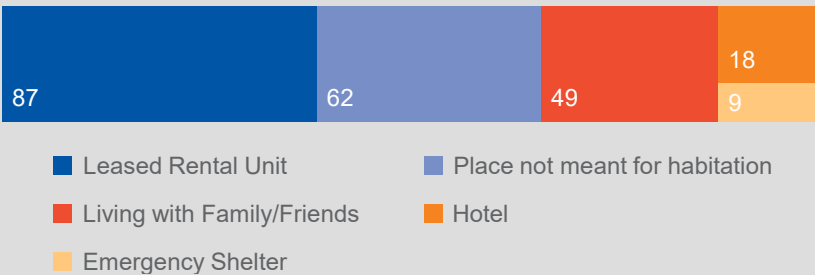
Community Shelters/Transitional Housing	56
Rent Payment Assistance	15
Homeless Motel Vouchers/Motel Bill Payment Assistance	13
Moving Expense Assistance	3
Rental Deposit Assistance	3

DEMOGRAPHICS

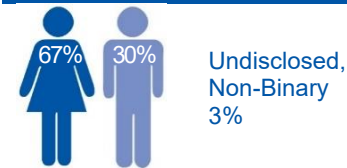
HOUSEHOLD COMPOSITION



CURRENT HOUSING LOCATION (TOP 5)



GENDER



AGE

Teens	1	50's	33
20's	49	60's	30
30's	75	70's+	6
40's	52	Undisclosed	5

ZIP CODES (TOP 12)

17603	72	17522	13	17022	5
17602	67	17552	10	17554	3
17601	22	17557	5	17572	3
17512	15	17543	5	17517	3



TOP AGENCY REFERRALS

1. Pennsylvania 211 East (Coordinated Entry).....	113
2. Salvation Army - Lancaster	113
3. Pennsylvania Department of Human Services	108
4. Pennsylvania Housing Finance Agency	101
5. Good Samaritan Services	93
6. YMCA of the Roses - Lancaster City Center Branch.....	79
7. HDC MidAtlantic.....	74
8. Water Street Mission.....	63
9. Community Basics, INC	62
10. Lancaster County Food Hub	31
11. Anchor Lancaster	28
12. GN Management, LLC	28
13. Clare House	23
14. Manheim Community Life Group.....	18
15. Bethany Christian Services of Central PA.....	14
16. Garden Court Apartments	13
17. Columbia Dream Center.....	13
18. Lancaster County Housing and Redevelopment Authorities	12
19. Tenfold	10
20. MidPenn Legal Services.....	10

HOUSING AND MORE

In addition to housing related referrals, neighbors additionally received **877** referrals to the following:

