



“ Thank you, I was feeling so overwhelmed before this call. ”
– Lancaster County Neighbor

CONTACT VOLUME

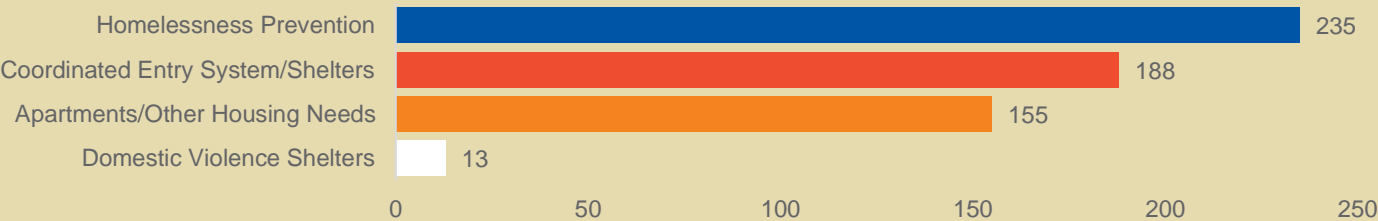
772
CALLS TO 211 INDICATING
A HOUSING CONCERN

476
HOUSING RELATED
INTERACTIONS HANDLED

79
COORDINATED ENTRY
ASSESSMENTS COMPLETED

TOP NEEDS

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



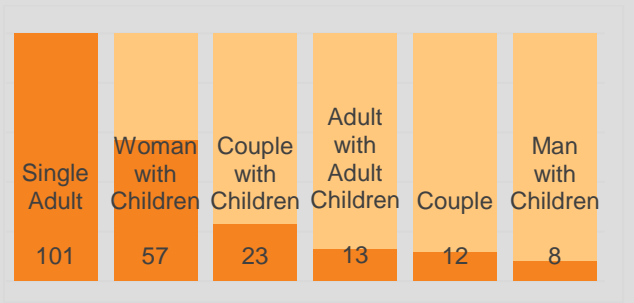
TOP UNMET NEEDS

There are times when a specialist is unable to refer for a 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”, Resource Navigators explore other services that may be of assistance.

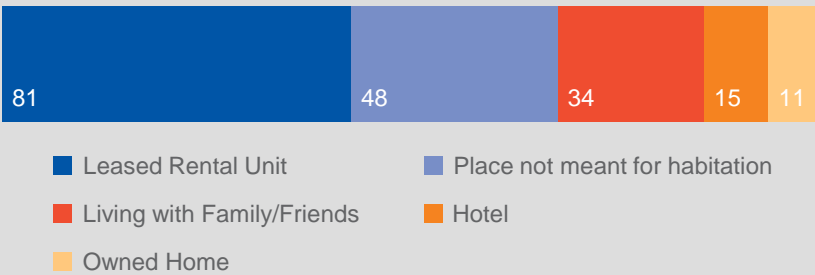
Community Shelters/Transitional Housing	28
Rent Payment Assistance	28
Homeless Motel Vouchers/Motel Bill Payment Assistance	13
Rental Deposit Assistance	3
Home Rehabilitation Grants/Loans	2

DEMOGRAPHICS

HOUSEHOLD COMPOSITION



CURRENT HOUSING LOCATION (TOP 5)



GENDER		AGE		ZIP CODES (TOP 12)							
 66% 25% Transgender, Non-Binary, Undisclosed 10%		Teens.....	9	50's	48	17603	137	17522.....	13	17557	7
		20's	87	60's	31	17602	105	17543.....	10	17551	7
		30's	98	70's+	18	17601	28	17547.....	9	17022	7
		40's	87	Undisclosed.....	32	17512	24	17545.....	8	17554.....	7



TOP AGENCY REFERRALS

1. Pennsylvania Department of Human Services.....	165
2. Salvation Army - Lancaster.....	156
3. Pennsylvania Housing Finance Agency.....	116
4. Pennsylvania 211 East (<i>Coordinated Entry</i>).....	98
5. Community Basics, INC.....	87
6. YMCA of the Roses - Lancaster City Center Branch.....	85
7. HDC MidAtlantic.....	85
8. Good Samaritan Services.....	83
9. Water Street Mission.....	64
10. GN Management, LLC.....	48
11. Anchor Lancaster.....	43
12. Lancaster County Food Hub.....	39
13. Manheim Community Life Group.....	19
14. Factory Ministries.....	16
15. Clare House.....	16
16. Community Action Partnership of Lancaster County.....	15
17. Lancaster County Housing and Redevelopment Authorities.....	12
18. Bethany Christian Services of Central PA.....	11
19. Columbia Dream Center.....	11
20. Garden Court Apartments.....	10

HOUSING AND MORE

In addition to housing related referrals, neighbors additionally received **796** referrals to the following:

