



LANCASTER COUNTY MONTHLY REPORT

September 2025



Thank you for your presence and being available.
- Lancaster County Resident



CONTACT VOLUME

610
NEIGHBORS



612
PHONE
INTERACTIONS

131
EMAILS/TEXTS/
CHATS/SOCIAL

30
WALK-
INS

5,004*
WEBSITE
EVENTS

**Website statistics may be slightly inaccurate due to changes in analytical reporting*

ALL REPORTED NEEDS

Housing	476
Individual, Family and Community Support	97
Food/Meals	88
Utility Assistance	78
Clothing/Personal/Household Needs	64
Legal, Consumer and Public Safety Services	58
Employment	40
Transportation	37

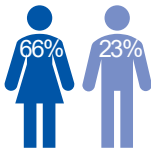
Health Care	34
Information Services	29
Income Support/Assistance	21
Mental Health/Substance Use Disorders	18
Volunteers/Donations	11
Other Government/Economic Services	5
Education	3
Disaster Services	2

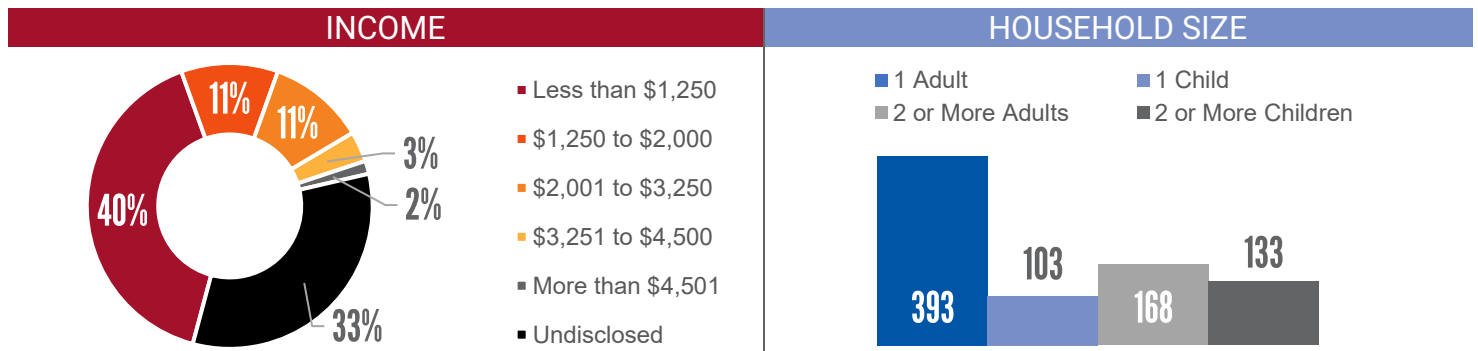
TOP UNMET NEEDS

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.

Rent Payment Assistance	28
Community Shelters/Transitional Housing	27
Homeless Motel Vouchers/Motel Bill Payment	13
Gas Money	4
Rental Deposit Assistance	3

DEMOGRAPHICS

GENDER	AGE	ZIP CODES (TOP 12)
	Teens..... 11 50's 75 20's 110 60's 63 30's 139 70's+ 36 40's 116 Undisclosed 60	17603 206 17522 24 17022 11 17602 152 17543 16 17517 10 17601 47 17545 12 17540 9 17512 34 17547 11 17557 8





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TOP AGENCY REFERRALS

1. Salvation Army - Lancaster	200
2. Pennsylvania Department of Human Services	190
3. Pennsylvania 211 East (<i>Coordinated Entry & 211 Resource Navigation at SACA</i>)	183
4. Pennsylvania Housing Finance Agency	116
5. Lancaster County Food Hub	88
6. Community Basics, INC	87
7. HDC MidAtlantic	85
8. YMCA of the Roses - Lancaster City Center Branch	85
9. Water Street Mission	83
10. Good Samaritan Services	83
11. Anchor Lancaster	68
12. GN Management, LLC	48
13. Community Action Partnership of Lancaster County	48
14. Pennsylvania Public Utility Commission	43
15. Regional Housing Legal Services	36
16. Spanish American Civic Association	33
17. Ebenezer Baptist Church - Lancaster	32
18. PA CareerLink	31
19. Lancaster County Office of Aging	30
20. PPL Electric Utilities Corp	28
21. Love INC of Lancaster County	23
22. Moravian Center of Lancaster	19
23. MidPenn Legal Services	19
24. Manheim Community Life Group	19
25. Lancaster County Housing and Redevelopment Authorities	18