



Thank you, you are the first person to say they are sorry for my situation.
– Lancaster County Neighbor



CONTACT VOLUME

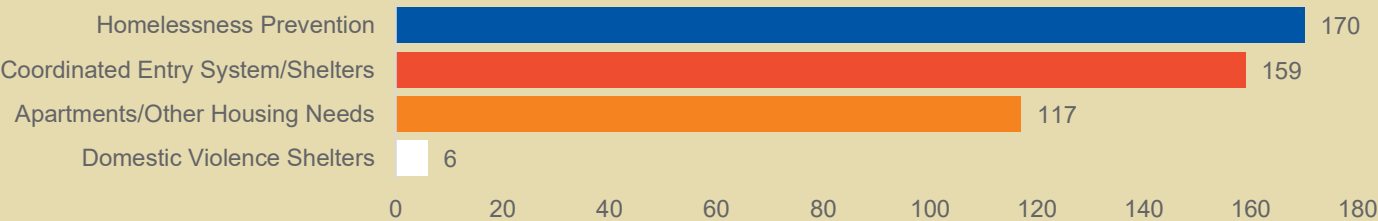
627
CALLS TO 211 INDICATING
A HOUSING CONCERN

391
HOUSING RELATED
INTERACTIONS HANDLED

42
COORDINATED ENTRY
ASSESSMENTS COMPLETED

TOP NEEDS

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



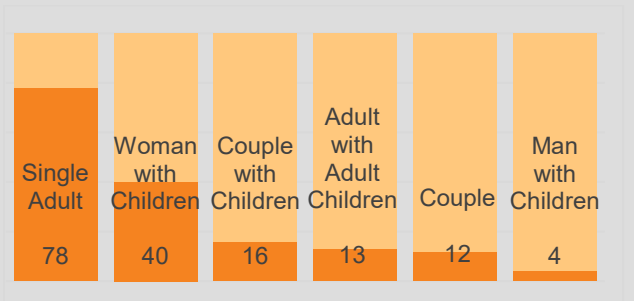
TOP UNMET NEEDS

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.

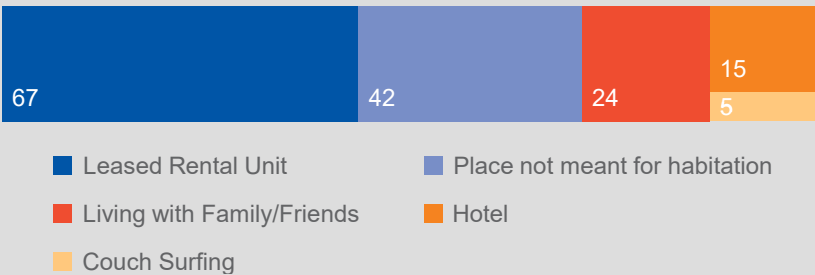
Community Shelters/Transitional Housing	28
Rent Payment Assistance	12
Homeless Motel Vouchers/Motel Bill Payment Assistance	9
Rental Deposit Assistance	4
Section 8/Housing Choice Vouchers	2

DEMOGRAPHICS

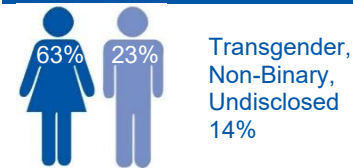
HOUSEHOLD COMPOSITION



CURRENT HOUSING LOCATION (TOP 5)



GENDER



AGE

Teens	8	50's	48
20's	69	60's	41
30's	88	70's+	13
40's	53	Undisclosed	29

ZIP CODES (TOP 12)

17603	100	17522	17	17547	6
17602	84	17543	17	17540	6
17601	28	17022	9	17545	6
17512	24	17527	7	17552	4



TOP AGENCY REFERRALS

1. Pennsylvania Department of Human Services.....	121
2. Salvation Army - Lancaster.....	103
3. Pennsylvania Housing Finance Agency.....	94
4. Pennsylvania 211 East (<i>Coordinated Entry</i>).....	66
5. Good Samaritan Services.....	60
6. YMCA of the Roses - Lancaster City Center Branch.....	55
7. Water Street Mission.....	50
8. HDC MidAtlantic.....	38
9. Factory Ministries.....	31
10. Community Basics, INC.....	28
11. Anchor Lancaster.....	27
12. Lancaster County Food Hub.....	27
13. Tenfold.....	12
14. Clare House.....	11
15. Lancaster County Housing and Redevelopment Authorities.....	8
16. MidPenn Legal Services.....	7
17. Columbia Dream Center.....	7
18. Spanish American Civic Association.....	7
19. Community Action Partnership of Lancaster County.....	6
20. GN Management, LLC.....	6

HOUSING AND MORE

In addition to housing related referrals, neighbors additionally received **728** referrals to the following:

