



LANCASTER COUNTY ANNUAL REPORT

January-December 2025



This service and you also get a 10 out of 10...I didn't know where to begin to look for assistance and you were very helpful. - Lancaster County Resident



CONTACT VOLUME



ALL REPORTED NEEDS

Income Support/Assistance (VITA)	11,668	Information Services	400
Housing	9,650	Transportation	395
Individual, Family and Community Support (LCPN)	3,022	Mental Health/Substance Use Disorders	344
Utility Assistance	1,619	Volunteers/Donations	108
Food/Meals	1,442	Other Government/Economic Services	97
Clothing/Personal/Household Needs	860	Education	72
Legal, Consumer and Public Safety Services	822	Disaster Services	61
Employment	491	Arts, Culture and Recreation	8
Health Care	476		

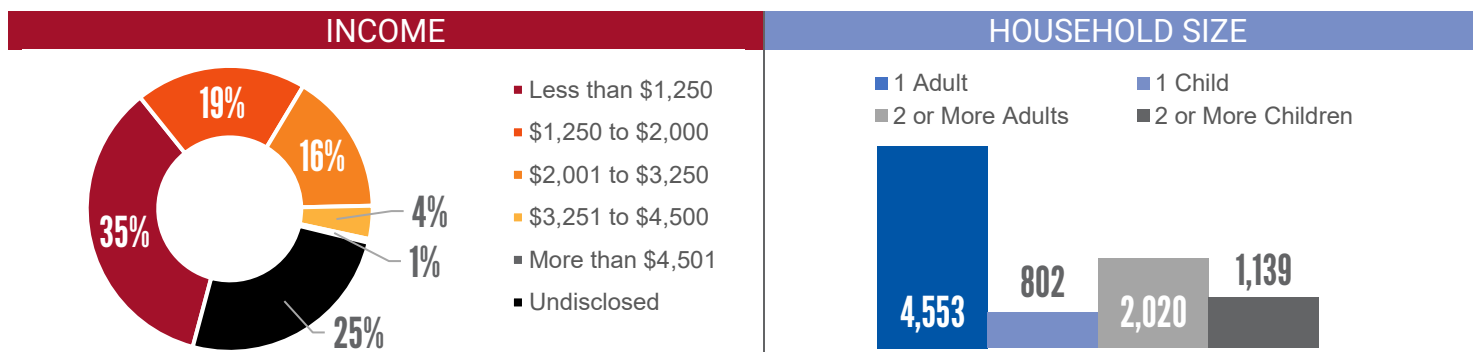
TOP UNMET NEEDS

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	577
Rent Payment Assistance	165
Thanksgiving & Christmas Baskets	159
Homeless Motel Vouchers/Motel Bill Payment	149
VITA Programs	58

DEMOGRAPHICS

GENDER	AGE	ZIP CODES (TOP 12)
 Undisclosed, Transgender, Non-Binary, Agender 9%	Teens..... 59 50's 962 20's 969 60's 940 30's 1,267 70's+ 771 40's 1,071 Undisclosed .. 1,018	17603 1,862 17522 355 17552 140 17602 1,712 17543 286 17554 107 17601 517 17022 213 17517 103 17512 416 17545 168 17540 87





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TOP AGENCY REFERRALS

1. Pennsylvania Department of Human Services	2,055
2. Salvation Army - Lancaster	1,902
3. Pennsylvania 211 East (<i>Coordinated Entry & 211 Resource Navigation at SACA</i>)	1,535
4. Pennsylvania Housing Finance Agency	1,353
5. HDC MidAtlantic.....	1,209
6. VITA Tax Assistance - PAEA Sites	1,123
7. YMCA of the Roses - Lancaster City Center Branch.....	1,098
8. Community Basics, INC	1,045
9. Tenfold	1,029
10. Good Samaritan Services	1,001
11. Water Street Mission.....	965
12. Lancaster County Food Hub	902
13. Anchor Lancaster	738
14. Community Action Partnership of Lancaster County	610
15. Spanish American Civic Association	516
16. GN Management, LLC	432
17. Pennsylvania Public Utility Commission.....	399
18. Ebenezer Baptist Church - Lancaster	365
19. PA CareerLink.....	346
20. Lancaster County Office of Aging.....	310
21. Regional Housing Legal Services	295
22. MidPenn Legal Services	284
23. Columbia Dream Center	280
24. PPL Electric Utilities Corp	252
25. Love INC of Lancaster County	224