



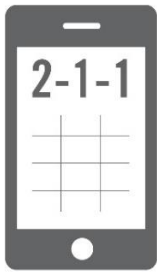
LANCASTER COUNTY 4TH QUARTER REPORT

April 1, 2018-June 30, 2018



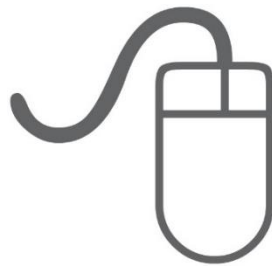
“ Thank you for all you do at 2-1-1. I spread the word to everyone about this service. ”
- Lancaster County resident

CONTACT VOLUME



5,847
PHONE
CONTACTS

1st Quarter: 4,060
2nd Quarter: 5,098
3rd Quarter: 13,667



2,253
WEBSITE
VISITS

1st Quarter: 2,117
2nd Quarter: 2,371
3rd Quarter: 2,654



76
EMAILS/TEXTS/
SOCIAL MEDIA

1st Quarter: 83
2nd Quarter: 125
3rd Quarter: 111

TOP NEEDS



2,446
HOUSING
ASSISTANCE



1,644
INCOME SUPPORT/
ASSISTANCE



1,055
MENTAL HEALTH/
ADDICTIONS



272
FOOD/
MEALS



259
UTILITY
ASSISTANCE

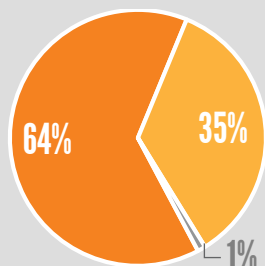
TOP UNMET NEEDS*

There are times when a specialist is not able to refer for the inquirer'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 2-1-1 specialist explores other resources and services that may be of assistance.

Shelters/Transitional Housing	310
Rent Payment	48
VITA Programs	31
Rental Deposit	27
Electric Service Payment	19

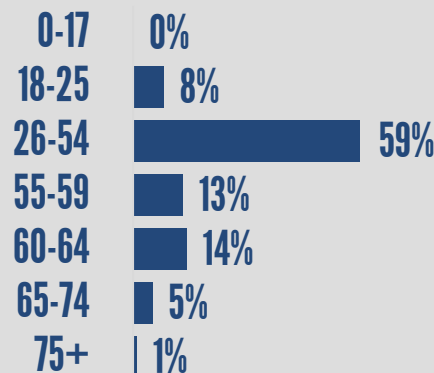
DEMOGRAPHICS

GENDER



■ FEMALE ■ MALE
■ UNDETERMINED

AGE



TOP ZIP CODES

17603	1,789	17022	182
17602	1,121	17545	103
17601	529	17552	102
17522	491	17540	57
17512	300	17557	57
17543	265	17517	56
17551	201	17554	56