

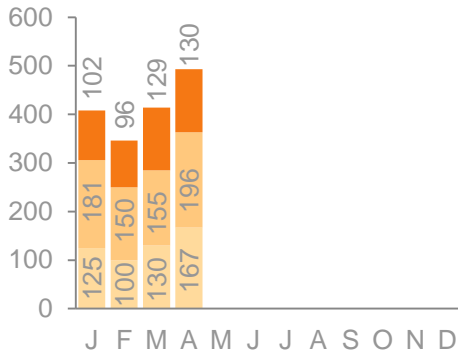
PENNSYLVANIA 2-1-1 EAST

APRIL 2016 HOUSING/HOMELESSNESS SERVICES REPORT

2-1-1 is the contracted partner for centralized intake for housing and homelessness services in Lancaster County. The following report includes data on the types of housing calls received this month.

2016 CALL VOLUME

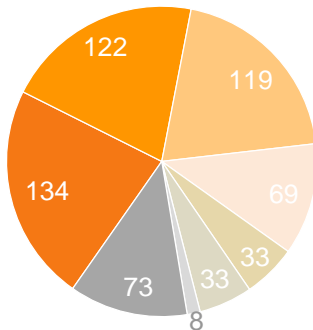
In April we experienced a total housing related call volume of **493**.



- Total Calls Referred to CHART for Rapid Re-Housing Services
- Total Calls seeking Eviction Prevention Services
- Total Other Housing Related Calls

PRESENTING NEEDS

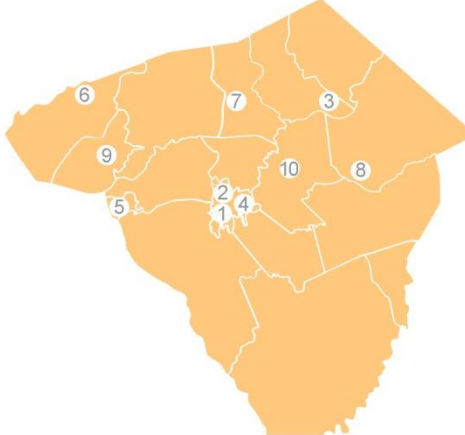
Some callers have multiple housing concerns. Captured are the total housing needs requested.



- Community Shelter
- Low Income/Subsidized Housing
- Rent Payment Assistance
- Transitional Shelter
- At Risk/Homeless Housing Related
- Rent Deposit Assistance
- Domestic Violence Shelters
- Other: Case Management, Homeless Motel Vouchers, etc.

ZIP CODES

The top 10 zip codes of callers.



1. 17603 (Lancaster)
2. 17602 (Lancaster)
3. 17522 (Ephrata)
4. 17601 (Lancaster)
5. 17512 (Columbia)
6. 17022 (Elizabethtown)
7. 17543 (Lititz)
8. 17557 (New Holland)
9. 17552 (Mount Joy)
10. 17540 (Leola)

SHELTER REFERRALS

Total number of clients referred directly to emergency shelters.

- 35** Water Street Mission (CES)
- 8** Domestic Violence Services

CURRENT LIVING SITUATION

Top five locations the client is sleeping.

- 88** Living with Family/Friends
- 65** Leased Rental Unit
- 51** Place Not Meant for Habitation
- 31** Emergency Shelter
- 21** Hotel

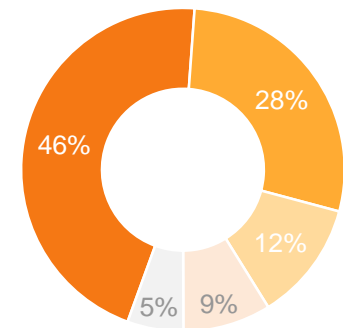
VETERANS

Number of referrals to the Supportive Services for Veteran Families program.

- 6** Lebanon VA, Homeless Outreach

UNMET NEEDS REASON

Percentage of reasons for which caller was ineligible for a referral for housing assistance (top five).



- Client Ineligible: Doubled Up
- No Eviction Notice
- Client Ineligible: Other
- Already Used Available Resources
- Rental Assistance Not Available

HOUSEHOLD TYPE

Comparison of household make-up.

