

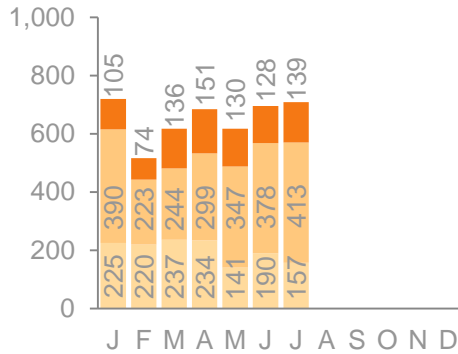
# PENNSYLVANIA 2-1-1 EAST

## JULY 2015 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.

### 2015 CALL VOLUME

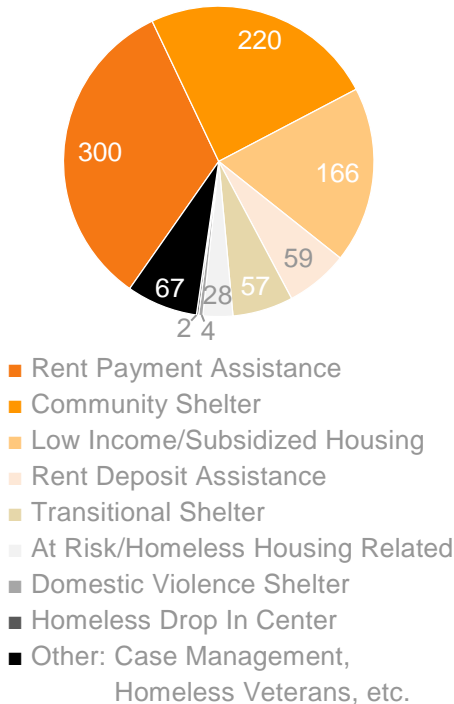
In July we experienced a total housing related call volume of **709**.



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

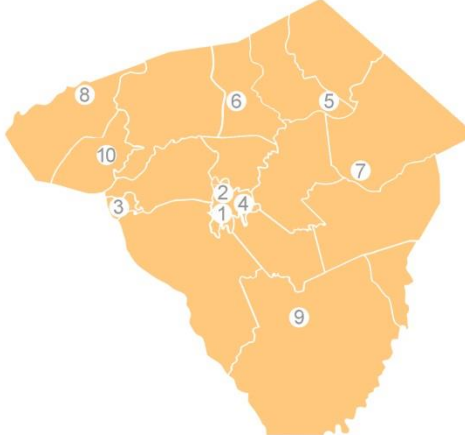
### PRESENTING NEEDS

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



### ZIP CODES

The top 10 zip codes of callers.



- 17602 (Lancaster)
- 17603 (Lancaster)
- 17512 (Columbia)
- 17601 (Lancaster)
- 17522 (Ephrata)
- 17543 (Lititz)
- 17557 (New Holland)
- 17022 (Elizabethtown)
- 17566 (Quarryville)
- 17552 (Mount Joy)

### SHELTER REFERRALS

Total number of clients referred directly to emergency and day shelters.

- 73** Water Street Mission (CES)
- 3** Domestic Violence Services
- 2** Water Street Mission (CHOC)

### CURRENT LIVING SITUATION

Top five locations the client is sleeping.

- 196** Leased Rental Unit
- 125** Living with Family/Friends
- 86** Place Not Meant for Habitation
- 34** Emergency Shelter
- 26** Hotel

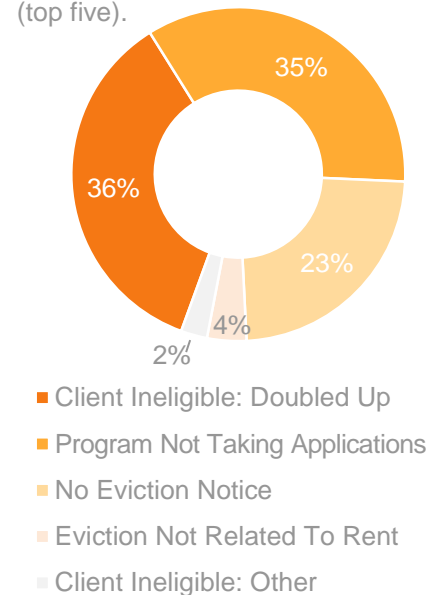
### VETERANS

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

- 4** Lebanon VA, Homeless Outreach

### UNMET NEEDS REASON

Percentage of reasons for which caller was ineligible for a referral to CHART (top five).



### HOUSEHOLD TYPE

Comparison of household make-up.

