

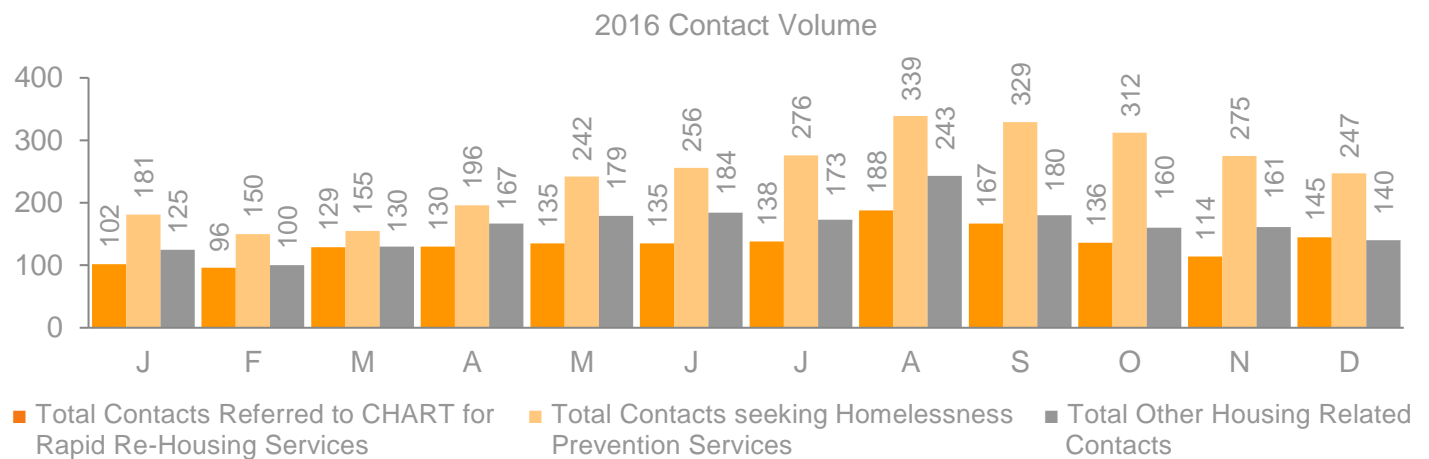
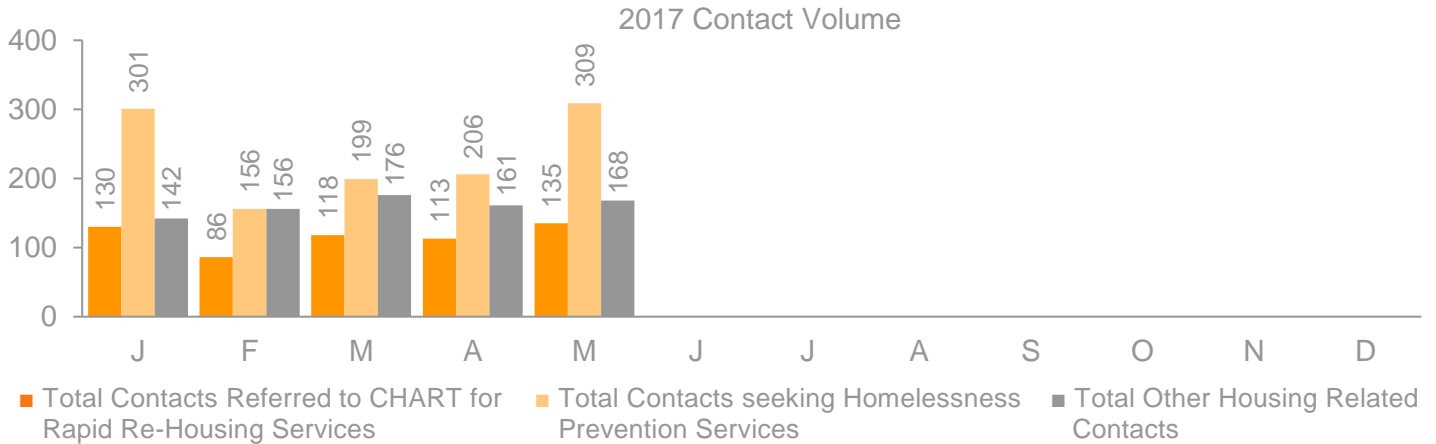
# PENNSYLVANIA 2-1-1 EAST

MAY 2017

## HOUSING/HOMELESSNESS SERVICES REPORT

2-1-1 is the contracted partner for centralized intake for housing and homelessness services in Lancaster County. Callers are prescreened for eligibility to CHART (Community Homeless Assessment and Referral Team).

### How many inquirers contacted 2-1-1?



This month, 2-1-1 received **612** contacts for housing and homelessness related services. This resulted in a **27.50%** increase in contacts over last month and a **10.07%** increase over the same month last year.

### Where are inquirers currently residing?



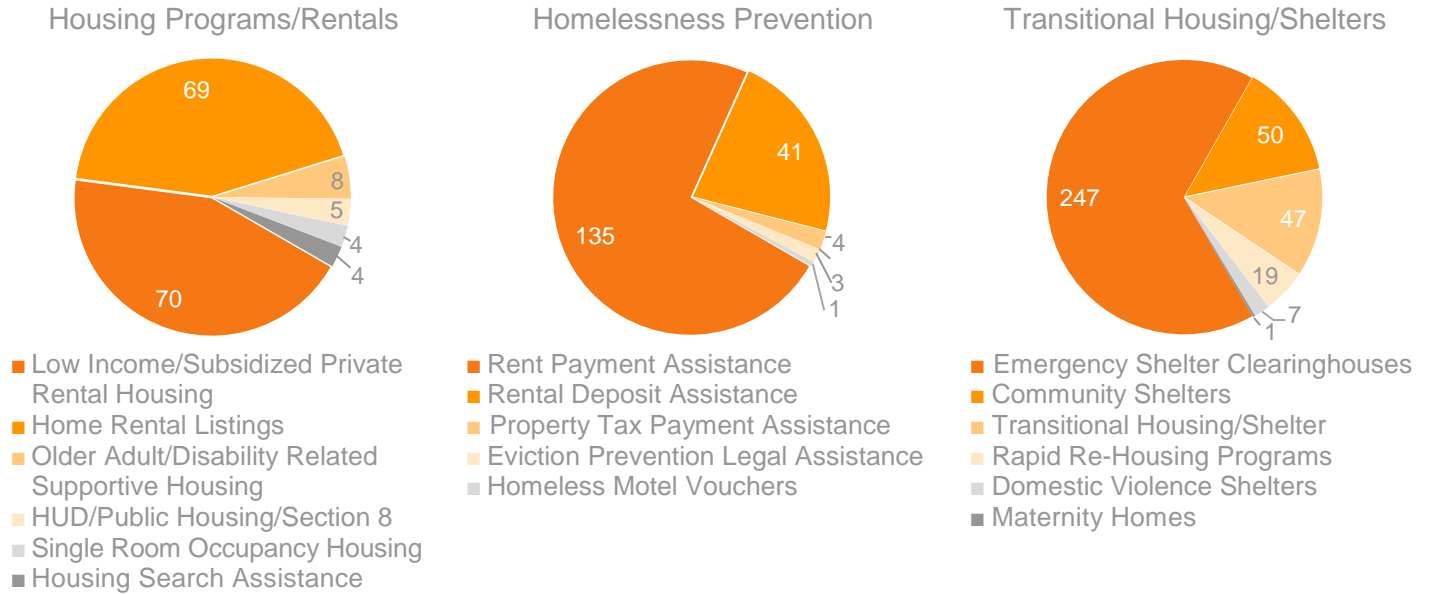
### TOP 5 LIVING CONDITIONS

# PENNSYLVANIA 2-1-1 EAST

**MAY 2017**  
**HOUSING/HOMELESSNESS**  
**SERVICES REPORT**

2-1-1 is the contracted partner for centralized intake for housing and homelessness services in Lancaster County. Callers are prescreened for eligibility to CHART (Community Homeless Assessment and Referral Team).

## What housing-related needs\* do 2-1-1 inquirers have?



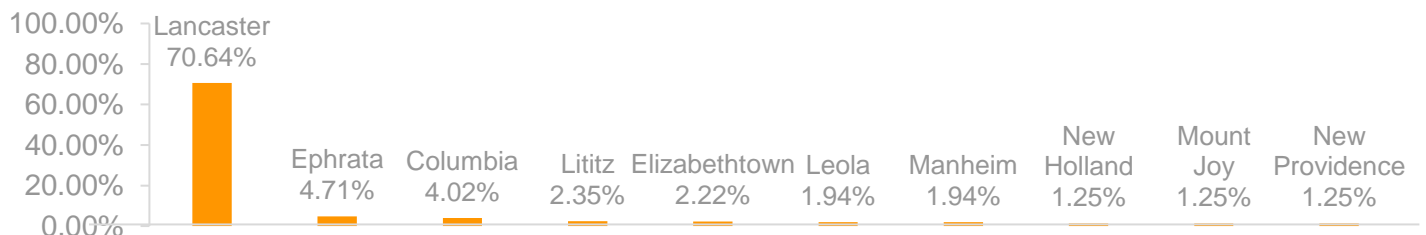
\*Some inquirers have multiple housing concerns. Captured are the total housing needs requested.

## What emergency shelter referrals do inquirers receive?



Anyone experiencing homelessness is automatically screened for CHART services. Individuals and those fleeing a domestic violence situation are referred directly to the appropriate emergency shelters by 2-1-1.

## Where are 2-1-1 inquirers from (top 10 areas)?

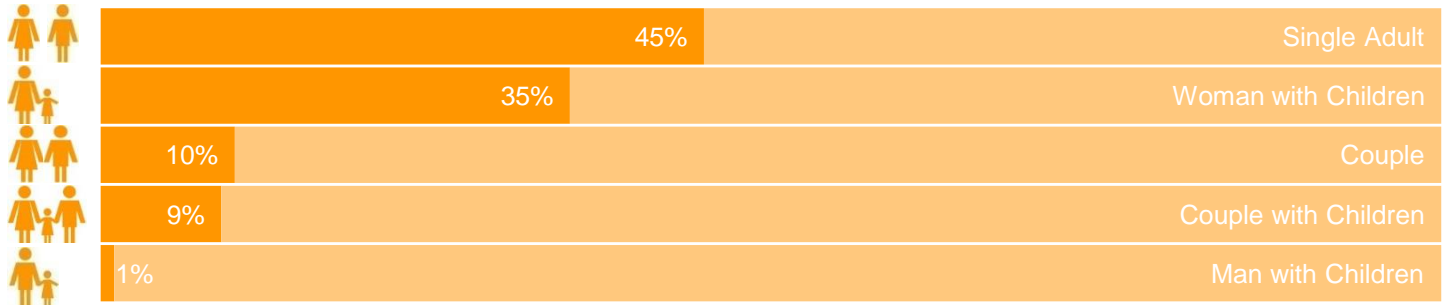


# PENNSYLVANIA 2-1-1 EAST

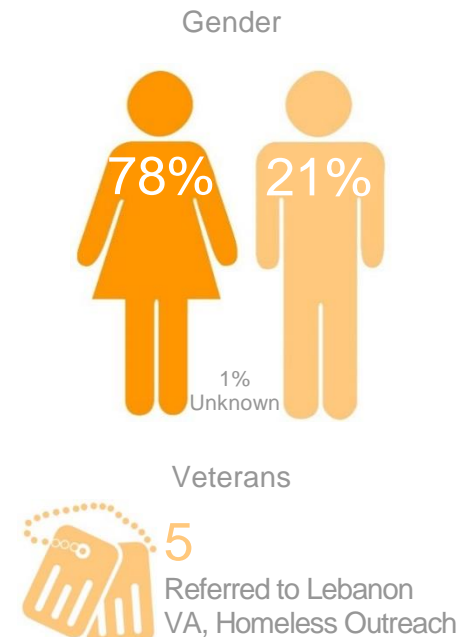
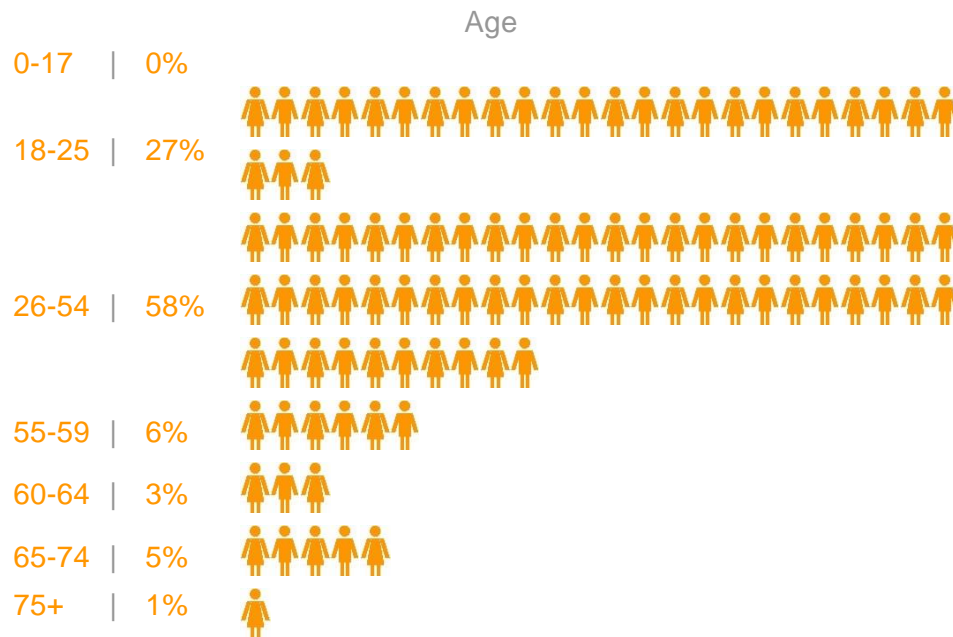
MAY 2017  
HOUSING/HOMELESSNESS  
SERVICES REPORT

2-1-1 is the contracted partner for centralized intake for housing and homelessness services in Lancaster County. Callers are prescreened for eligibility to CHART (Community Homeless Assessment and Referral Team).

## What is the inquirer's household composition?



## Who is contacting 2-1-1?



## What are potential service gaps?

There are times when a specialist is not able to refer for the caller'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.

### Top unmet needs

Emergency Shelter Clearinghouses	53
Rent Payment Assistance	25
Electric Service Payment Assistance	17
Community Shelters	13
Transitional Housing/Shelter	11