

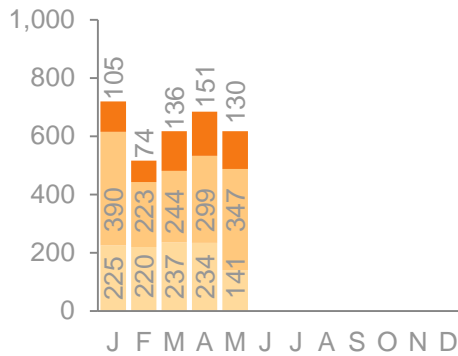
PENNSYLVANIA 2-1-1 EAST

MAY 2015 HOUSING/HOMELESSNESS SERVICES REPORT

The Community Homeless Assessment and Referral Team (CHART) program contracts with 2-1-1 to conduct an initial pre-screening of those that are homeless or at risk of homelessness in Lancaster County. The following report includes data on the types of housing calls received this month.

2015 CALL VOLUME

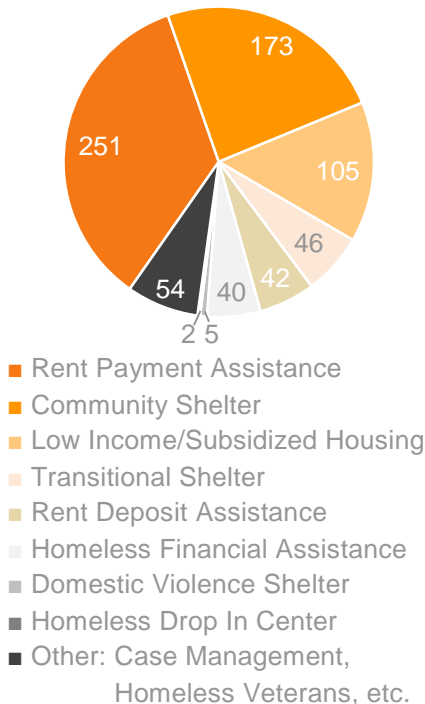
In May we experienced a total housing related call volume of **618**.



- Total Calls Referred to CHART
 - Rapid Re-Housing: 120
 - Eviction Prevention: 10
- Total Calls Prescreened, but were deemed ineligible for CHART
- 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.



1. 17603 (Lancaster)
2. 17602 (Lancaster)
3. 17512 (Columbia)
4. 17522 (Ephrata)
5. 17547 (Marietta)
6. 17543 (Lititz)
7. 17601 (Lancaster)
8. 17022 (Elizabethtown)
9. 17554 (Mountville)
10. 17557 (New Holland)

SHELTER REFERRALS

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

- 59** Water Street Mission (CES)
- 6** Domestic Violence Services
- 2** Water Street Mission (CHOC)

Note: 2-1-1 does not currently make referrals to Water Street Mission's Family Shelter.

CURRENT LIVING SITUATION

Top five locations the client is sleeping.

- 191** Leased Rental Unit
- 101** Living with Family/Friends
- 64** Place Not Meant for Habitation
- 33** Emergency Shelter
- 17** Hotel

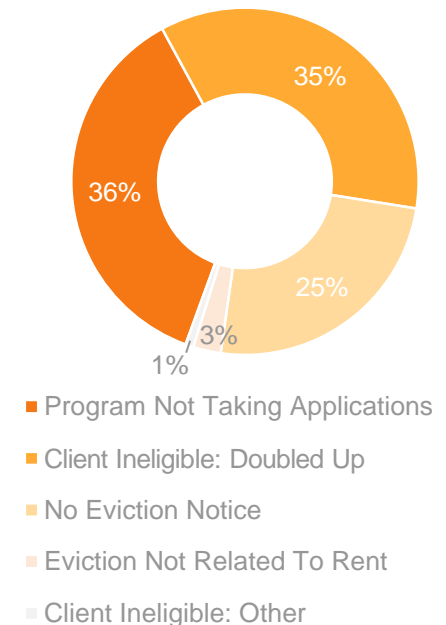
VETERANS

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

- 11** Tabor Community Services, SSVF
- 8** Volunteers of America, SSVF

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.

