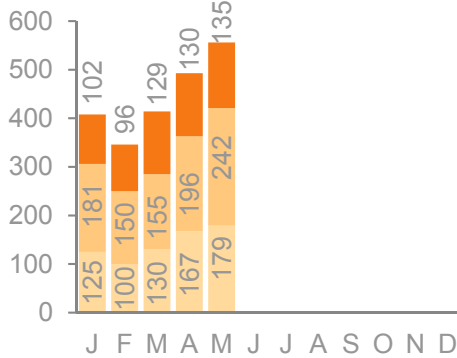# PENNSYLVANIA 2-1-1 EAST

MAY 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.
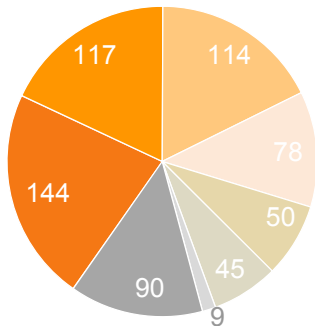
2016 CALL VOLUME

In May we experienced a total housing related call volume of **556**.

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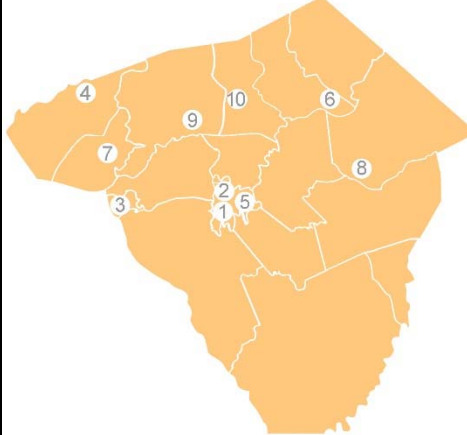
PRESENTING NEEDS

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

- ■ Rent Payment Assistance
- ■ Low Income/Subsidized Housing
- ■ Community Shelter
- ■ Transitional Shelter
- ■ Rent Deposit Assistance
- ■ At Risk/Homeless Housing Related
- ■ 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. 17512 (Columbia)
4. 17022 (Elizabethtown)
5. 17601 (Lancaster)
6. 17522 (Ephrata)
7. 17552 (Mount Joy)
8. 17557 (New Holland)
9. 17545 (Manheim)
10. 17543 (Lititz)

SHELTER REFERRALS

Total number of clients referred directly to emergency shelters.

25 Water Street Mission (CES)
9 Domestic Violence Services

CURRENT LIVING SITUATION

Top five locations the client is sleeping.

114 Living with Family/Friends
104 Leased Rental Unit
33 Emergency Shelter
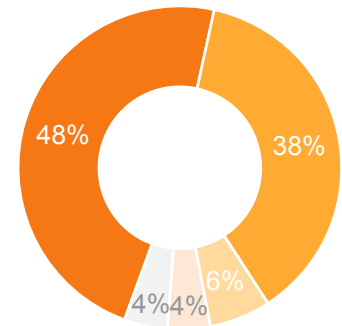**31** Place Not Meant for Habitation
15 Hotel

VETERANS

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

5 Lebanon VA, Homeless Outreach

UNMET NEEDS REASON

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

48% 38% 4% 4% 6%

- ■ 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.

Single Adults: 53%

Woman with Children: 30%

Couple with Children: 9%

Couple (no Children): 7%

Man with Children: 1%

PENNSYLVANIA 2-1-1 East — Powered by United Way | United Way