



CONTACT Helpline for ADAMS County JUNE, 2021

If you have any questions or comments,
contact us at 717-652-4987 or email: contact@contacthelpline.org
Get Help: <https://www.pa211.org/>

CONTACT
Helpline
Dial 211

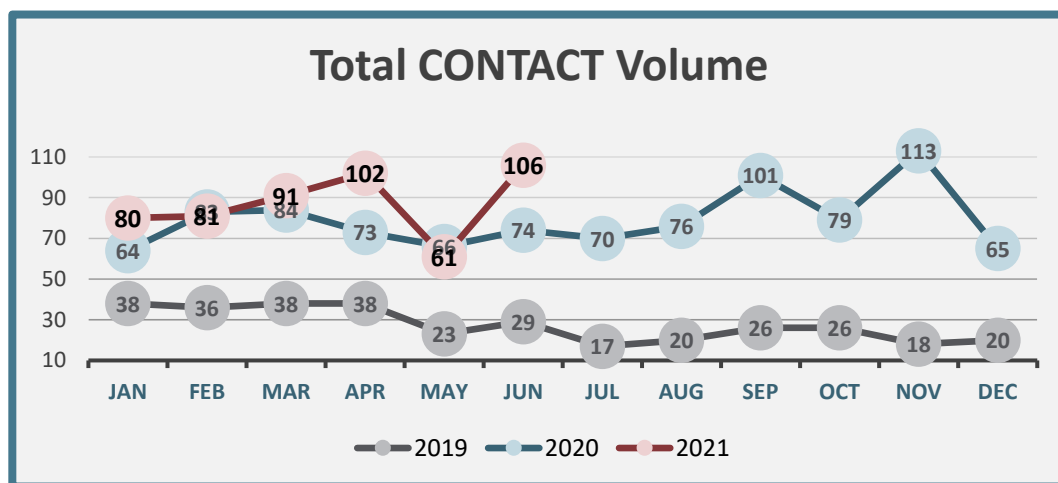
Contact Volume for ADAMS County

	102		4	521		183	
	PHONE CONTACTS		TEXT			Phone & Text YEAR to DATE	WEBSITE VISITS
	Last Month: 59 Last Year: 74		Last Month: 2 Last Year: N/A				Last Month: 181 Last Year: N/A

Contact TRENDS

This month, **ADAMS County** received **106 calls/texts** for health, human services and emotional support. This resulted in a **74% increase** in contacts over last month and an **43% increase** in contacts over last year.

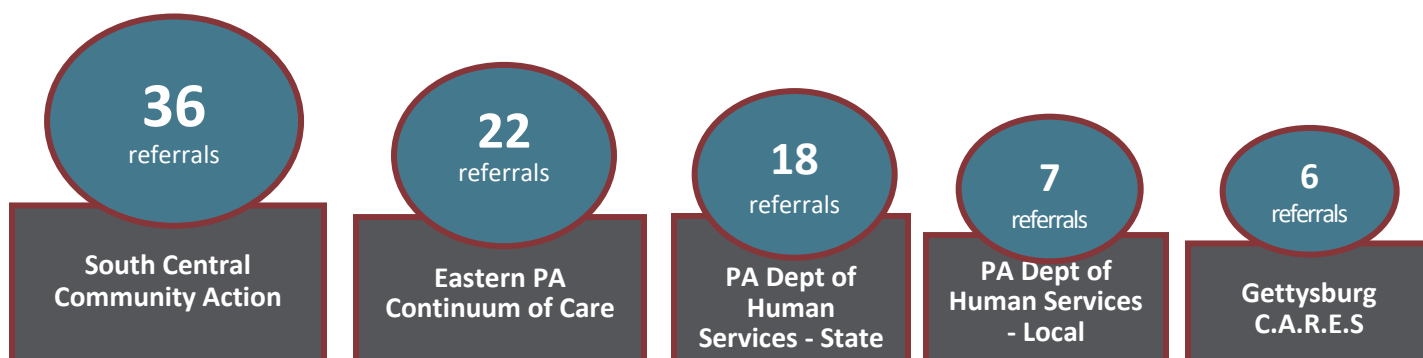
NEW callers for this month: 24



Top Caller NEEDS and Referral Count

TOP 5 2-1-1 Caller Needs	Support for Housing Services	● 37 (18%)	TOP 5 Listener Caller Concerns	Family	● 2
	Community Shelters	● 24 (12%)		Stress/Anxiety	● 1
	Housing Related Coordinated Entry	● 19 (9%)		Health Issue	● 1
	Rent Payment Assistance	● 18 (9%)			
	Electric Service Payment Assist	● 9 (4%)			

Top 5 Referred to AGENCIES and Referral Count in Adams




Caller/Contact GEOGRAPHIC Information

Adams County Zip Codes	211 Calls	211 Texts	Housing	Listening	Grand Total
17222	2				2
17301	1				1
17304	1				1
17307	2	1	3	1	7
17316	1		2		3
17320	3		2		5
17324				1	1
17325	18	2	34		54
17331	2		6	1	9
17340	4		1		5
17344	1		2		3
17350	3	1	5		9
17353	1			1	2
17372	4				4
Grand Total	43	4	55	4	106



DEMOGRAPHICS & QUESTIONS

	PA 2-1-1	Housing	Listening	Grand Total
by AGE				
0-17 years	0	0	0	0
18-25 years	4	8		12
26-54 years	19	27		46
55-60 years	2	3	1	6
61 years and older	4	5		9
Undetermined	18	12	3	33
by GENDER				
Female	25	37	1	65
Male	9	13	3	26
Undetermined	9	5		15
VETERAN				
Yes	2	N/A	N/A	2
No	35	N/A	N/A	35
IS THIS CALL COVID-19 RELATED?				
Yes	7	N/A	N/A	7
No	29	N/A	N/A	29
DO YOU BELIEVE YOUR HOUSING SITUATION IS A RESULT OF DISCRIMINATION?				
Yes	N/A	0	N/A	0
No	N/A	15	N/A	15
IN THE LAST YEAR, DID YOU WORRY YOUR FOOD WOULDN'T LAST?				
Yes	5	N/A	N/A	5
No	13	N/A	N/A	13

Top UNMET Needs

Air Conditioners	1
Motel Bill Payment Assistance	1

Unmet needs may occur for a variety of reasons, such as: the service is not available within an area, the caller may not qualify or the caller may refuse the service. Please, contact us with any questions you may have.

Top 25 Referred AGENCIES and the Number of Referrals		
1	South Central Community Action Programs, SCCAP	36
2	Eastern Pennsylvania Continuum of Care	22
3	Pennsylvania Department of Human Service – State Services	18
4	Pennsylvania Department of Human Services – Local Services	7
5	Gettysburg C.A.R.E.S.	6
6	Gettysburg Community Soup Kitchen	6
7	Pennsylvania Housing Finance Agency	5
8	Salvation Army, Gettysburg Service Unit	5
9	Adams Rescue Mission	5
10	Franklin County Government	4
11	New Hope Ministries, (NHM)	4
12	Fair Housing Council of the Capital Region	3
13	Pennsylvania Human Relations Commission	3
14	YWCA Hanover	3
15	Blair County Community Action Agency	2
16	Hanover Area Council of Churches	2
17	Volunteers of America	2
18	Pennsylvania CareerLink - South Central PA	2
19	STATE REPRESENTATIVE MOUL	1
20	rabbittransit	1
21	Lincoln Intermediate Unit 12	1
22	Adams County - Child Care Information Services	1
23	Blair County Community Action Program	1
24	National Domestic Violence Hotline	1
25	AOA Foundation - Optometry Cares	1

Top 25 Referred SERVICES and the Number of Referrals		
1	Support for Housing Services	37
2	Community Shelters	24
3	Housing Related Coordinated Entry	19
4	Rent Payment Assistance	18
5	Electric Service Payment Assist.	9
6	Child Care Provider Referrals	7
7	Child Care Expense Assistance	6
8	Emergency Shelter Clearinghouses	6
9	Housing Discrimination Assistance	6
10	Soup Kitchens	5
11	Food Pantries	5
12	Domestic Violence Hotlines	4
13	Comprehensive Information and Referral	4
14	Electric Service Payment Assistance*COVID-19	4
15	Low Income/Subsidized Private Rental Housing	4
16	Food Stamps/SNAP	3
17	TANF	2
18	Gas Service Payment Assistance	2
19	Water Service Payment Assistance	2
20	Automobile Donation Programs	2
21	Guidance / Problem Solving Assistance	2
22	Comprehensive Job Assistance Centers	2
23	Telephone Service Payment Assistance	2
24	Rent Payment Assistance*COVID-19	2
25	Housing Search Assistance	2



Referrals to General Service GROUPS by ZIP CODE	17222	17301	17304	17307	17316	17320	17324	17325	17331	17340	17344	17350	17353	17372	Grand Total
Abuse Services	1							2		1	1				5
Child Care						4		8						3	15
Clothing								1							1
Consumer Assistance & Protection						2					3	1			6
Education														1	1
Electric Service Payment Assistance				2				5		2		3		2	14
Employment								3							3
Food					2	1		10							13
Gas/Heating Fuel Service Payment Assistance			2							4					6
Government Entities								1							1
Health Insurance								1							1
Household Goods												1			1
Housing/Emergency Shelter		2		3	4	2		69	7	6	3	12			108
Housing/Long - Term						1		4	2						7
Information Services	1			2	1	1		2							7
Legal Services								1							1
Listening				1				1	1				1		4
Other Utility Payment Assistance								2							2
Public Assistance Programs								2							2
Transportation								2						1	3
Water Service Payment Assistance	2												1		3
Grand Total	4	2	2	8	7	11	1	113	10	13	7	17	2	7	204