



## CONTACT Helpline for ADAMS County JULY, 2021

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

CONTACT  
**Helpline**  
Dial 211

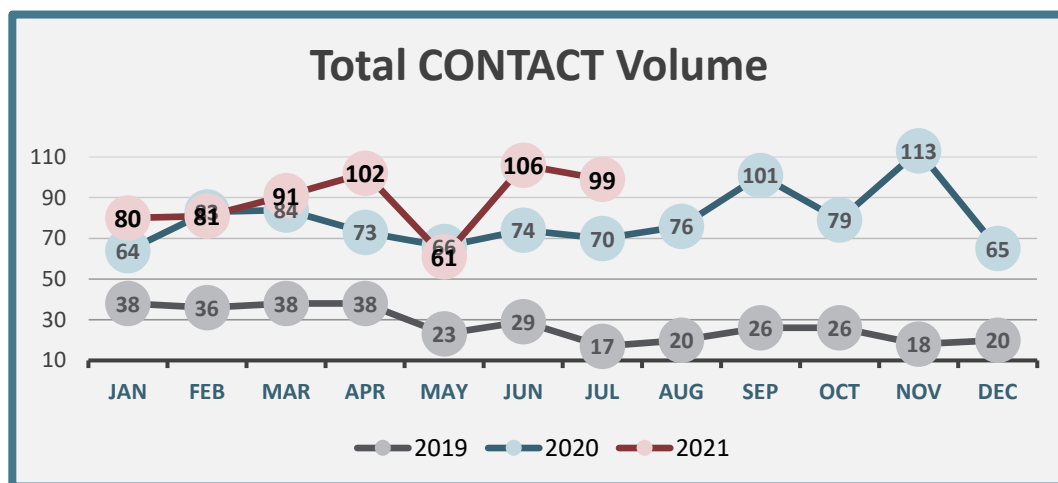
### Contact Volume for ADAMS County

|  |                                  |  |                               |            |  |  |                                  |
|--|----------------------------------|--|-------------------------------|------------|--|--|----------------------------------|
|  | <b>96</b>                        |  | <b>3</b>                      | <b>620</b> |  | <b>219</b>                               |                                  |
|  | <b>PHONE CONTACTS</b>            |  | <b>TEXT</b>                   |            |  | <b>Phone &amp; Text<br/>YEAR to DATE</b> | <b>WEBSITE VISITS</b>            |
|  | Last Month: 102<br>Last Year: 70 |  | Last Month: 4<br>Last Year: 1 |            |  |  | Last Month: 183<br>Last Year: 42 |

### Contact TRENDS

This month, **ADAMS County** received **99 calls/texts** for health, human services and emotional support. This resulted in a **7% decrease** in contacts over last month and an **41% increase** in contacts over last year.

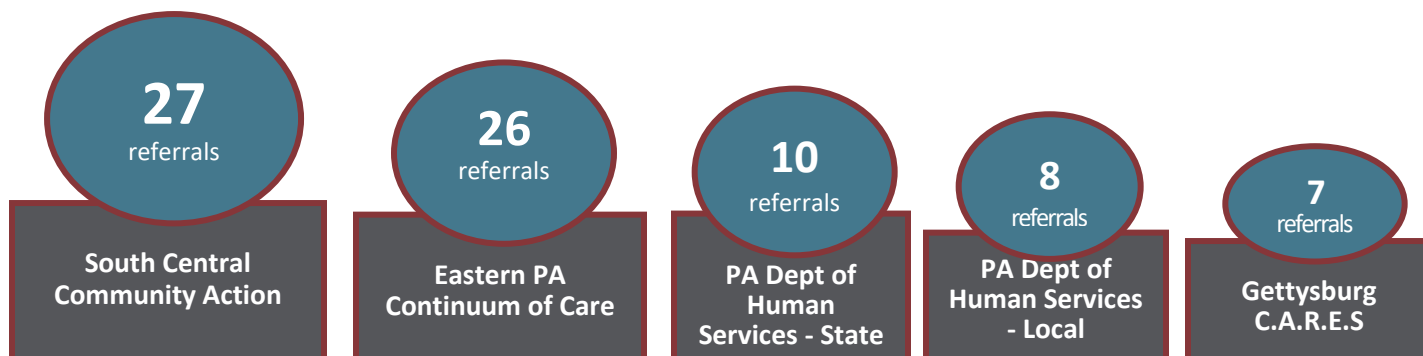
**NEW callers for this month: 19**



### Top Caller NEEDS and Referral Count

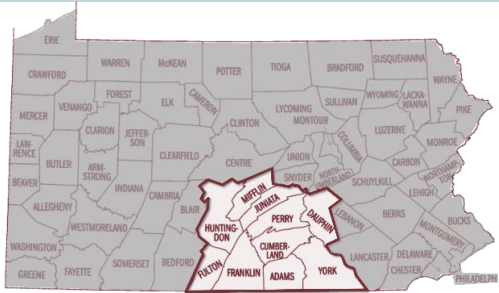
|   |                                      |            |   |                            |     |
|---|--------------------------------------|------------|---|----------------------------|-----|
| <b>TOP 5<br/>2-1-1<br/>Caller<br/>Needs</b> | Community Shelters                   | ● 26 (18%) | <b>TOP 5<br/>Listener<br/>Caller<br/>Concerns</b> | Loneliness/<br>Reassurance | ● 2 |
|   | Electric Service<br>Payment Assist   | ● 21 (12%) |   | Health Issue               | ● 1 |
|   | Support for Housing<br>Services      | ● 19 (9%)  |   | Family                     | ● 1 |
|   | Rent Payment<br>Assistance           | ● 15 (9%)  |   | Happiness/<br>Joy          | ● 1 |
|   | Housing Related<br>Coordinated Entry | ● 14 (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                  |           |           |           | 1         | 1           |
| 17301                  | 2         |           | 4         |           | 6           |
| 17307                  |           |           |           | 4         | 4           |
| 17316                  | 2         |           | 2         |           | 4           |
| 17320                  | 3         |           | 3         |           | 6           |
| 17325                  | 18        | 2         | 26        |           | 46          |
| 17331                  | 6         |           | 3         |           | 9           |
| 17340                  | 2         |           | 4         |           | 6           |
| 17344                  | 2         |           | 2         |           | 4           |
| 17350                  | 6         |           | 2         |           | 8           |
| 17353                  | 2         |           |           |           | 2           |
| 17372                  | 2         | 1         |           |           | 3           |
|                        |           |           |           |           |             |
|                        |           |           |           |           |             |
|                        |           |           |           |           |             |
|                        |           |           |           |           |             |
|                        |           |           |           |           |             |
|                        |           |           |           |           |             |
|                        |           |           |           |           |             |
|                        |           |           |           |           |             |
|                        |           |           |           |           |             |
|                        |           |           |           |           |             |
|                        |           |           |           |           |             |
| <b>Grand Total</b>     | <b>45</b> | <b>3</b>  | <b>46</b> | <b>5</b>  | <b>99</b>   |



## DEMOGRAPHICS & QUESTIONS

|  | PA 2-1-1 | Housing | Listening | Grand Total |
|--|----------|---------|-----------|-------------|
| <b>by AGE</b>  |          |         |           |             |
| 0-17 years   | 0        | 0       | 0         | 0           |
| 18-25 years  |          | 7       |           | 7           |
| 26-54 years  | 13       | 23      | 4         | 40          |
| 55-60 years  | 4        | 1       |           | 5           |
| 61 years and older   | 4        | 2       | 1         | 7           |
| Undetermined   | 27       | 13      |           | 40          |
| <b>by GENDER</b>   |          |         |           |             |
| Female   | 25       | 27      | 4         | 56          |
| Male   | 11       | 15      | 1         | 27          |
| Undetermined   | 12       | 4       |           | 16          |
| <b>VETERAN</b>   |          |         |           |             |
| Yes  | 1        | N/A     | N/A       | 1           |
| No   | 41       | N/A     | N/A       | 41          |
| <b>IS THIS CALL COVID-19 RELATED?</b>  |          |         |           |             |
| Yes  | 7        | N/A     | N/A       | 7           |
| No   | 36       | N/A     | N/A       | 36          |
| <b>DO YOU BELIEVE YOUR HOUSING SITUATION IS A RESULT OF DISCRIMINATION?</b>        |          |         |           |             |
| Yes  | N/A      | 2       | N/A       | 2           |
| No   | N/A      | 13      | N/A       | 13          |
| <b>IN THE LAST YEAR, DID YOU WORRY YOUR FOOD WOULDN'T LAST?</b>                    |          |         |           |             |
| Yes  | 9        | N/A     | N/A       | 9           |
| No   | 8        | N/A     | N/A       | 8           |

### Top UNMET Needs

|                           |   |
|---------------------------|---|
| Community Shelters        | 2 |
| Moving Expense 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                        | 27 |
| 2  | Eastern Pennsylvania Continuum of Care                                | 26 |
| 3  | Pennsylvania Department of Human Service - South Central Counties     | 10 |
| 4  | Pennsylvania Department of Human Services                             | 8  |
| 5  | New Hope Ministries, (NHM)  | 7  |
| 6  | Pennsylvania Housing Finance Agency                                   | 7  |
| 7  | Salvation Army, Gettysburg Service Unit                               | 6  |
| 8  | Regional Housing Legal Services                                       | 5  |
| 9  | Fair Housing Council of the Capital Region                            | 4  |
| 10   | Pennsylvania Public Utility Commission                                | 4  |
| 11   | MidPenn Legal Services  | 4  |
| 12   | Adams County Chapter Habitat for Humanity                             | 3  |
| 13   | Salvation Army, Hanover Service Unit                                  | 3  |
| 14   | Advantage Credit Counseling Service                                   | 3  |
| 15   | Gettysburg C.A.R.E.S.   | 3  |
| 16   | Hanover Area Council of Churches                                      | 3  |
| 17   | Franklin County Legal Services  | 2  |
| 18   | Pennsylvania Human Relations Commission                               | 2  |
| 19   | Gettysburg Community Soup Kitchen                                     | 2  |
| 20   | Lions International District 14C, York, Adams and Cumberland Counties | 2  |
| 21   | Community CARES (Combined Area Resources For Emergency Shelter)       | 2  |
| 22   | First Energy  | 2  |
| 23   | York County Human Services Department, York County Government, YCHSD  | 2  |
| 24   | Adams Rescue Mission  | 2  |
| 25   | Central Pennsylvania Food Bank  | 1  |

| Top 25 Referred SERVICES and the Number of Referrals |  |    |
|--|--|----|
| 1  | Community Shelters                           | 26 |
| 2  | Electric Service Payment Assistance          | 21 |
| 3  | Support for Housing Services                 | 19 |
| 4  | Rent Payment Assistance                      | 15 |
| 5  | Housing Related Coordinated Entry            | 14 |
| 6  | Emergency Shelter Clearinghouses             | 10 |
| 7  | Comprehensive Information and Referral       | 9  |
| 8  | Housing Search Assistance                    | 7  |
| 9  | Housing Info After Hours                     | 7  |
| 10   | Rent Payment Assistance*COVID-19             | 6  |
| 11   | Food Pantries                                | 4  |
| 12   | Legal Counseling                             | 3  |
| 13   | Low Income/Subsidized Private Rental Housing | 3  |
| 14   | Automotive Repair and Maintenance            | 3  |
| 15   | Electric Service Payment Assistance*COVID-19 | 3  |
| 16   | Electric Service Shutoff Suspension Programs | 3  |
| 17   | Credit Counseling                            | 3  |
| 18   | Home Maintenance and Minor Repair Services   | 3  |
| 19   | Public Showers/Baths                         | 2  |
| 20   | Tenant Rights Information/Counseling         | 2  |
| 21   | Housing Discrimination Assistance            | 2  |
| 22   | Employment                                   | 2  |
| 23   | Child Care Expense Assistance                | 2  |
| 24   | Substance Use Disorder Referrals             | 2  |
| 25   | Child Care Provider Referrals                | 2  |



| Referrals to<br>General Service<br>GROUPS by ZIP CODE | 17222    | 17301     | 17307    | 17316    | 17320     | 17325     | 17331     | 17340     | 17344     | 17350     | 17353    | 17372    | Grand<br>Total |
|---|----------|-----------|----------|----------|-----------|-----------|-----------|-----------|-----------|-----------|----------|----------|----------------|
| Abuse Services  |          |           |          |          |           |           | 1         |           |           |           |          |          | 1              |
| Child Care  |          |           |          |          |           |           |           |           | 4         |           |          |          | 4              |
| Consumer Assistance & Protection                      |          |           |          |          | 1         | 1         | 1         |           |           |           |          |          | 3              |
| Electric Service Payment Assistance                   |          | 3         |          |          |           | 9         | 5         | 4         |           | 2         |          | 4        | 27             |
| Employment  |          |           |          |          |           |           |           | 1         |           | 2         |          |          | 3              |
| Food  |          |           |          |          |           | 1         | 2         | 2         |           |           |          | 4        | 9              |
| General Medical Care                                  |          |           |          |          |           | 1         |           |           |           |           |          |          | 1              |
| Home Improvement/Accessibility                        |          |           |          |          |           | 2         |           | 1         |           | 1         |          |          | 4              |
| Housing/Emergency Shelter                             |          | 14        |          | 3        | 6         | 51        | 7         | 6         | 4         | 6         |          |          | 97             |
| Housing/Long - Term                                   |          |           |          | 5        |           | 4         |           | 1         | 1         | 1         |          |          | 12             |
| Human Reproduction                                    |          | 1         |          |          |           |           |           |           |           |           |          |          | 1              |
| Information Services                                  |          | 1         |          |          |           | 3         | 1         |           | 1         | 1         | 2        |          | 9              |
| Intervention  |          |           |          |          |           | 1         |           |           |           |           |          |          | 1              |
| Legal Services  |          |           |          | 1        | 4         | 4         |           |           |           |           |          |          | 9              |
| Listening   | 1        |           | 4        |          |           |           |           |           |           |           |          |          | 5              |
| Money Management                                      |          |           |          |          |           | 3         |           |           |           |           |          |          | 3              |
| Other Utility Payment Assistance                      |          |           |          |          | 1         |           |           |           |           |           |          |          | 1              |
| Personal/Grooming Needs                               |          |           |          |          |           | 1         | 1         |           |           |           |          |          | 2              |
| Social Development & Enrichment                       |          |           |          |          |           | 1         |           |           |           |           |          |          | 1              |
| Substance Abuse Services                              |          |           |          |          |           | 2         |           |           |           |           |          |          | 2              |
| Temporary Financial Assistance                        |          |           |          |          |           | 1         |           |           | 2         |           |          |          | 3              |
| Transportation  |          |           |          |          |           | 3         | 1         |           |           |           |          |          | 4              |
| <b>Grand Total</b>                                    | <b>1</b> | <b>19</b> | <b>4</b> | <b>9</b> | <b>12</b> | <b>88</b> | <b>19</b> | <b>15</b> | <b>12</b> | <b>13</b> | <b>2</b> | <b>8</b> | <b>202</b>     |