PA 211 EAST

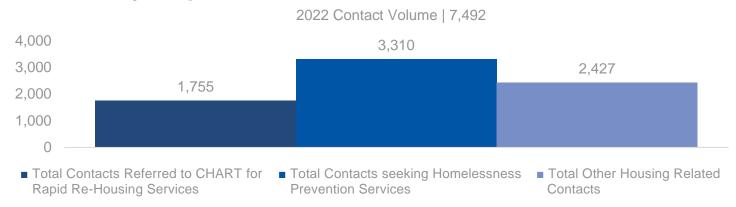




JANUARY-DECEMBER 2022 HOUSING/HOMELESSNESS SERVICES REPORT

211 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 211?



*Note: Total Other Housing Related Contacts includes, but not limited to: Inquiries for low income/subsidized housing, winter shelter information, domestic violence shelter information, and CHART call-backs, etc.

What are the top housing-related needs and referrals?

Housing Related Coordinated Entry, 2,331			
Emergency Shelter Clearinghouses, 1,821			
Community Shelters, 1,753			
Rent Payment Assistance, 1,636			
Low Income/Subsidized Private Rental Housing, 1,422			
Rental Deposit Assistance, 486			
Home Rental Listings, 406			
Transitional Housing/Shelter, 299			
Homeless Drop In Centers, 249			
Housing Search Assistance, 228			

1.	Tenfold - CHART2,512
2.	PHFA - PA Housing Search Website1,601
3.	Good Samaritan Services –
	Emergency Relief Fund1,110
4.	Water Street Mission - Community
	Emergency Shelter544
5.	Good Samaritan Services -
	Emergency Shelter & Residential502
6.	Salvation Army - Emergency Financial
	Assistance466
7.	Tenfold - Housing Search446
8.	PA DHS - Emergency Shelter Allowance419
9.	Saint Vincent de Paul412
10.	WSM - Community Emergency Shelter 401

What is 211's telephone performance?

- →Number of calls hitting the queue: 9,314
- → Average speed of answer/wait time: <u>13 minutes</u>
- →Number of calls answered: 5,872
- → Peak average speed of answer/wait time: 23 minutes
- →Number of calls abandoned: 3,442

*Note: Information below is based on the Lancaster Homeless queue specifically in the 211 phone system that is open Monday-Friday, 7am-5pm, however, homeless/housing related calls may be answered on other lines and after-hours

What are potential service gaps?

This may occur when the agencies that provide a certain type of assistance are out of funds or when a client is deemed ineligible (often due to the client not needing shelter today). When a need is recorded as "unmet", the 211 specialist explores other resources.

Housing Related Coordinated Entry	374
Community Shelters	
Rent Payment Assistance	81
Homeless Motel Vouchers	59
Motel Bill Payment Assistance	