

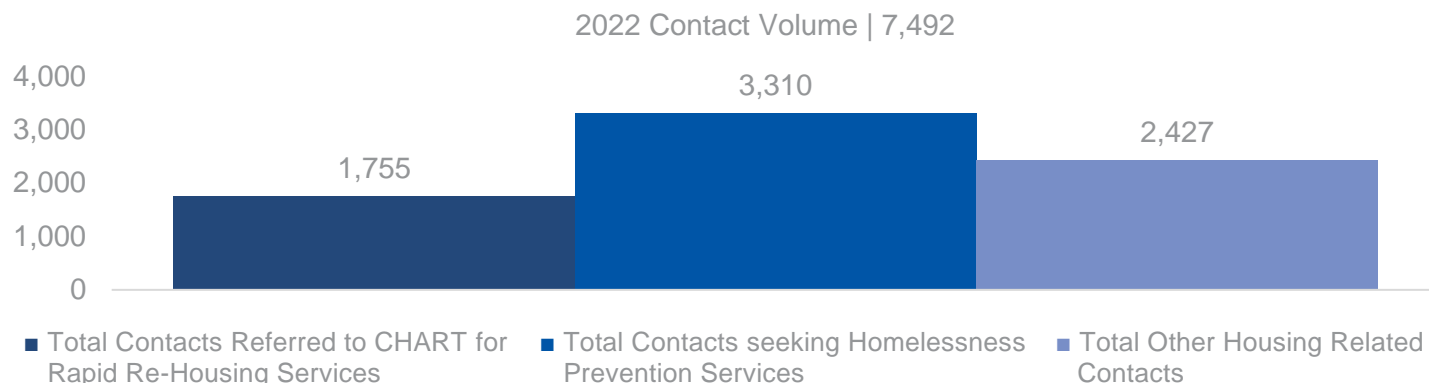
# PA 211 EAST



## JANUARY-DECEMBER 2022 HOUSING/HOMELESSNESS SERVICES REPORT

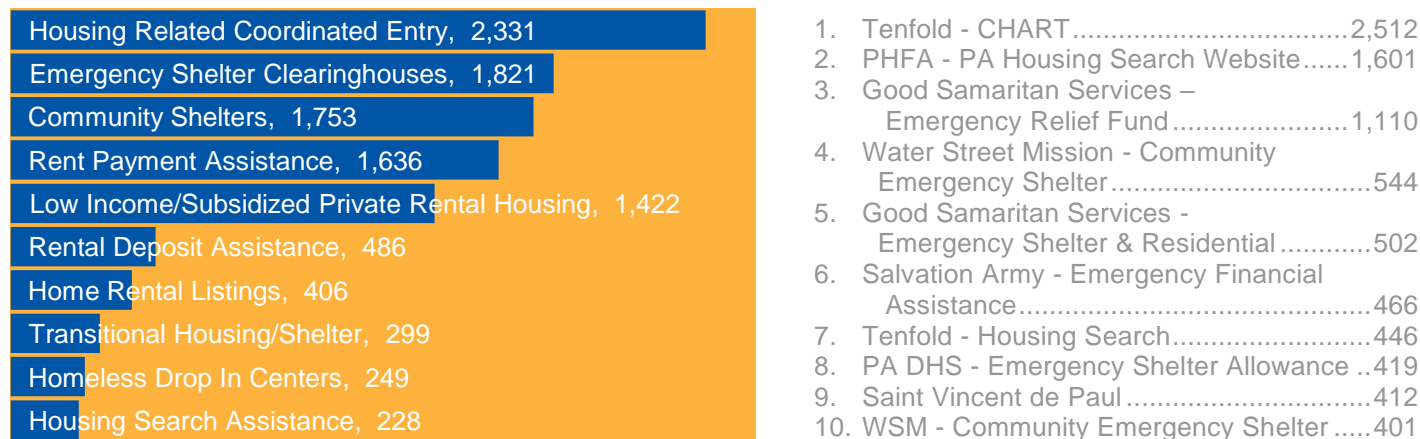
211 is the contracted partner for centralized intake for housing and homelessness services in Lancaster County. Callers are prescreened for eligibility to CHART (Community Homeless Assessment and Referral Team).

## 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?



## What is 211’s telephone performance?

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

\*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	275
Rent Payment Assistance	81
Homeless Motel Vouchers	59
Motel Bill Payment Assistance	44