

PA 211 EAST

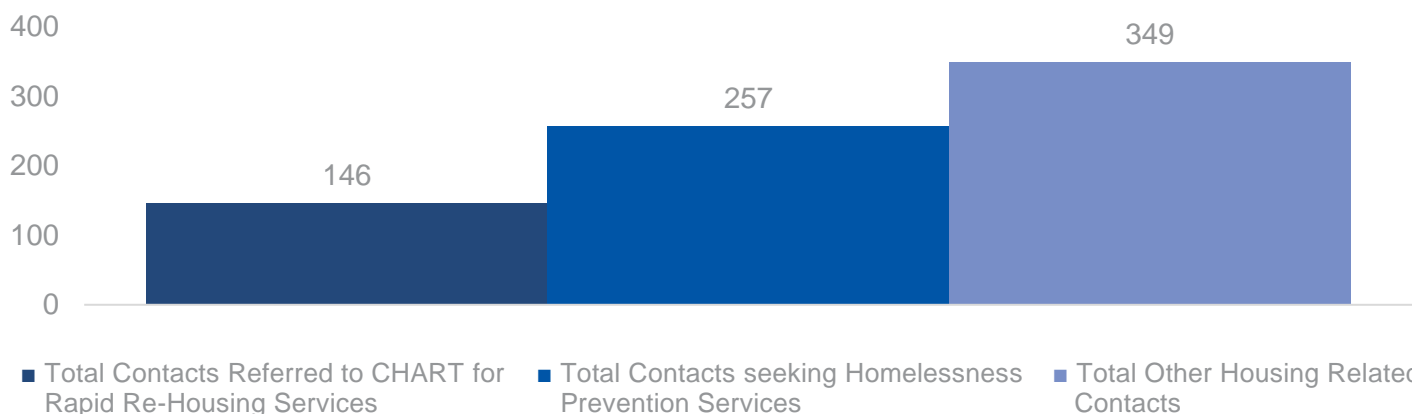


**JUNE 2023
HOUSING/HOMELESSNESS
SERVICES REPORT**

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?

2023 Contact Volume

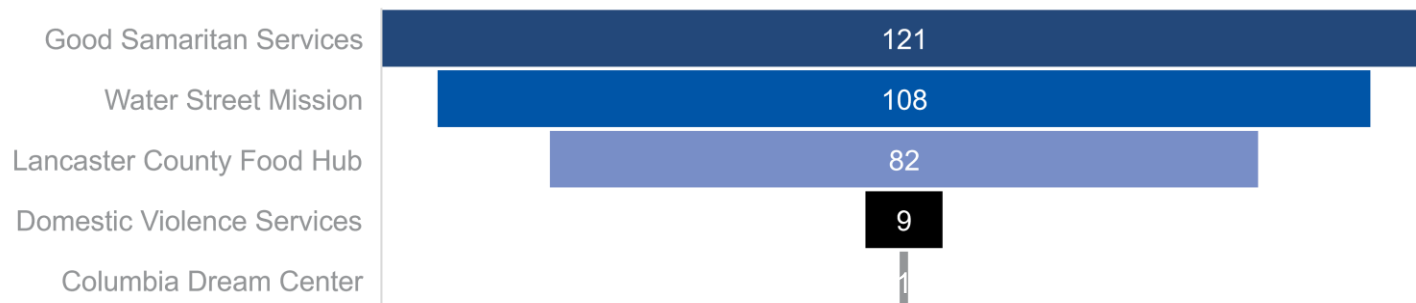


*Note: Total Other Housing Related Contacts includes, but not limited to: Inquiries for low income/subsidized housing, winter shelter information, domestic violence shelter information, and CHART call-backs, etc.

Where are inquirers currently residing?



What emergency shelter referrals do inquirers receive?



Anyone experiencing homelessness is automatically screened for CHART services. Individuals and those fleeing a domestic violence situation are referred directly to the appropriate emergency shelters by 211.

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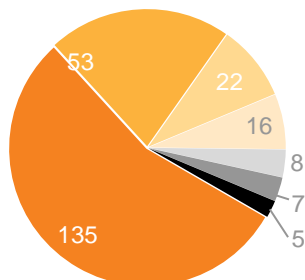


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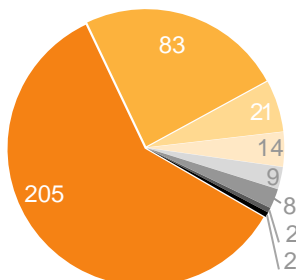
What housing-related needs* do 211 inquirers have?

Housing Programs/Rentals



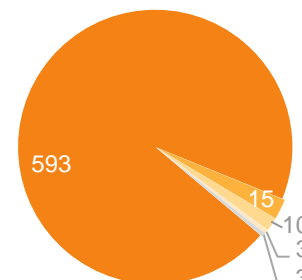
- Low Income/Subsidized Private Rental Housing
- Home Rental Listings
- HUD/Public Housing/Section 8
- Housing Search Assistance
- Older Adult/Disability Related Supportive Housing
- Single Room Occupancy Housing
- Senior Housing Information/Referral

Homelessness Prevention



- Rental Payment Assistance
- Rental Deposit Assistance
- Tenant Rights Information/Counseling
- Motel Bill Payment Assistance
- Mortgage Payment Assistance/Delinquency Counseling
- Landlord/Tenant Dispute Resolution
- Homelessness Prevention/Diversion Programs
- Property Tax Payment Assistance

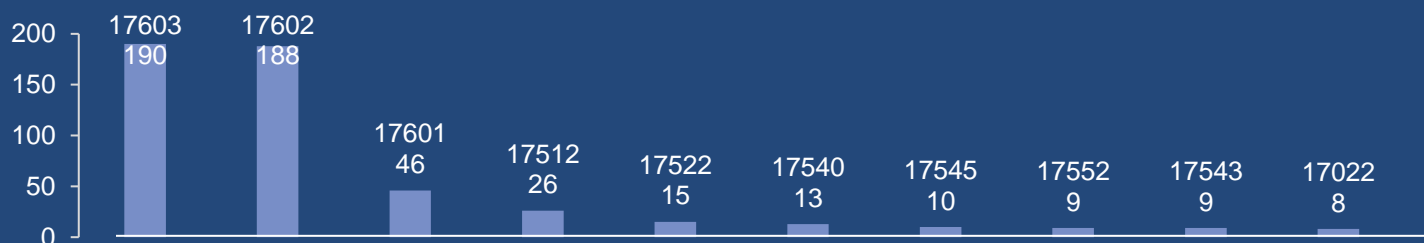
Shelter/Homelessness Related



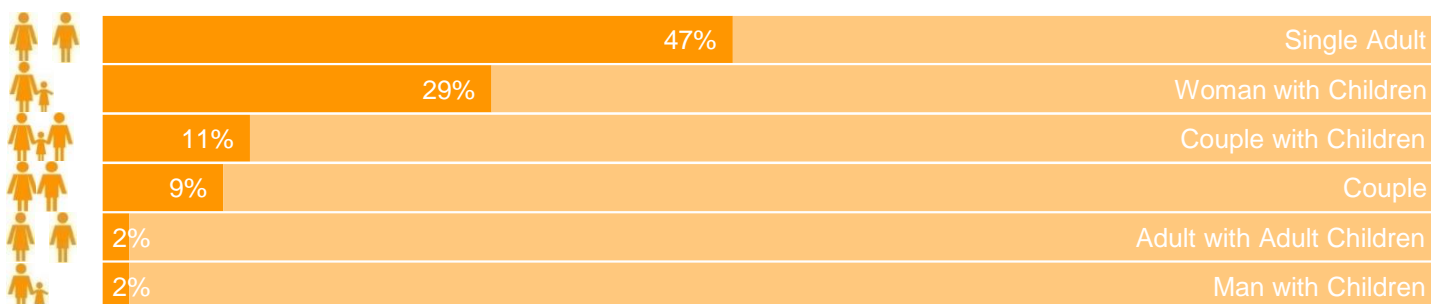
- Shelter/Transitional Housing
- Homeless Motel Vouchers
- Domestic Violence Shelters
- Crisis Nurseries/Child Care
- Youth Shelters

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

Where are 211 inquirers from (top 10 zip codes)?



What is the inquirer's household composition?



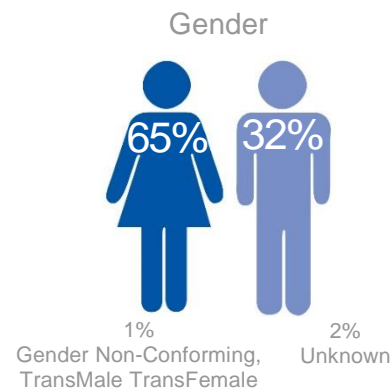
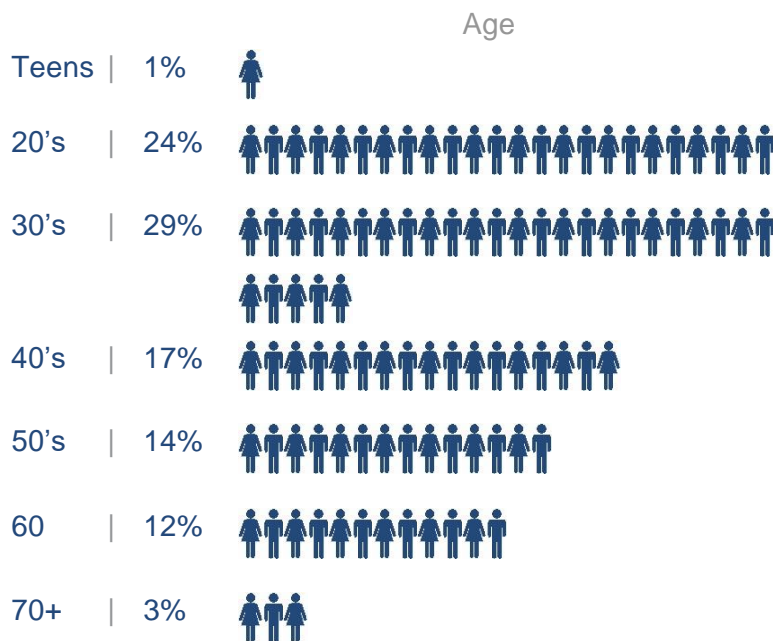
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Who is contacting 211?



What is 211's telephone performance?

- Number of calls hitting the queue: 752
 - Number of calls answered: 603
 - Number of calls abandoned: 150
 - Average speed of answer/wait time: 5 minutes
 - Peak average speed of answer/wait time: 32 minutes*
- *Due to extended evening hours and having just 1 CE Intake Specialist available*

*Note: Information above 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

How many digital or in-person inquirers?



What are potential service gaps?

There are times when a specialist is not able to refer for the caller's specific need.

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 and services that may be of assistance

Top unmet needs

Community Shelters/Coordinated Entry	77
Homeless Motel Vouchers/Motel Bill Payment	29
Rent Payment Assistance	15
Home Rental Listings/Section 8 Housing Vouchers	4
Rental Deposit Assistance	3

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Coordinated Entry Intake Specialist Focus

Housing Related Client Comments:

- “You made me smile today.”
- “You have a very pleasant voice and are very professional, thank you.”
- “Thank you for caring and going above and beyond.”

Current Staff Trained in Prescreenings

- Nery A. (*Bilingual-English/Spanish*)
- Tammie D.
- Andrea D.
- Patricia E. (*Bilingual-English/Spanish*)
- Trish H.
- Jarissa J.
- Lauren L.
- Eileen O.
- Yanitza R. (*Bilingual-English/Spanish*)
- Jasmine R. (*Bilingual-English/Spanish*)
- Nikki S.
- Lorna S. (*Bilingual-English/Spanish*)
- Jasmine O. (*Bilingual-English/Spanish*)