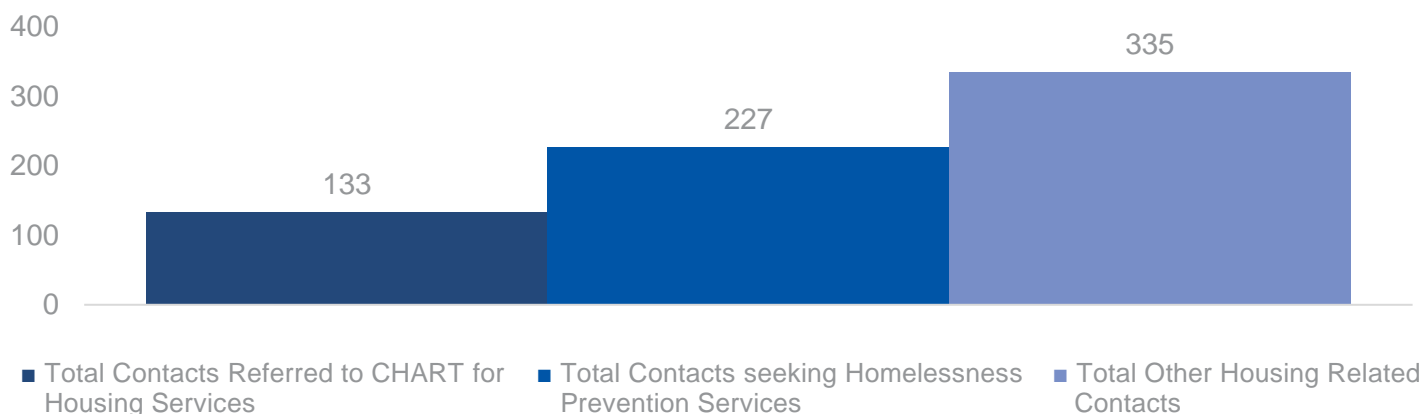


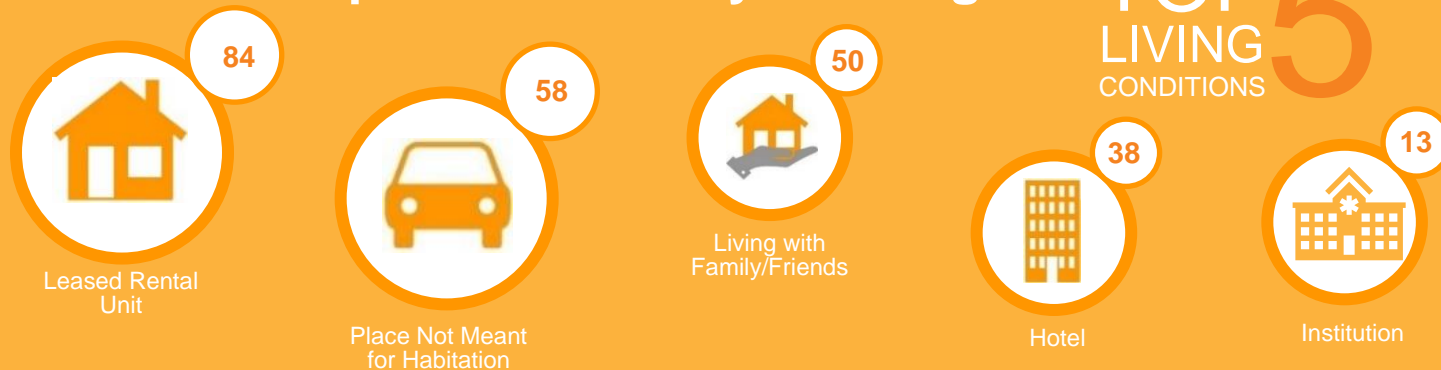
How many inquirers contacted 211?

Contact Volume

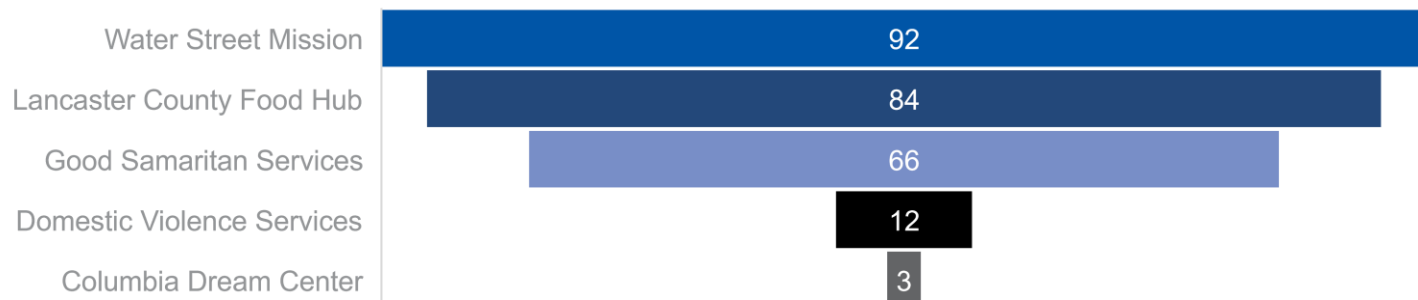


*Note: Total Other Housing Related Contacts includes, but not limited to: Inquiries for low income/subsidized housing, winter shelter information, domestic violence shelter information, and CHART call-backs, etc.

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.

PA 211 EAST

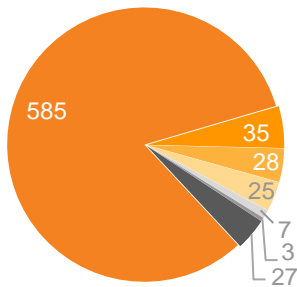


MAY 2024 HOUSING/HOMELESSNESS SERVICES REPORT

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).

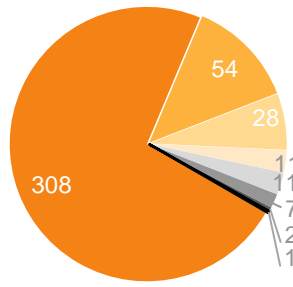
What housing-related needs* do 211 inquirers have?

Housing Programs/Rentals



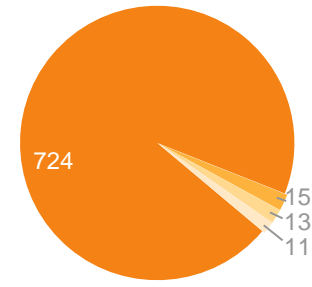
- Low Income/Subsidized Private Rental Housing
- HUD/Public Housing/Section 8
- Housing Search Assistance
- Home Rental Listings
- Older Adult/Disability Related Supportive Housing and I&R
- Single Room Occupancy Housing
- Other: Moving Services, Home Rehabilitation Loans, Homebuyer Loans/Purchase Counseling, etc.

Homelessness Prevention



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

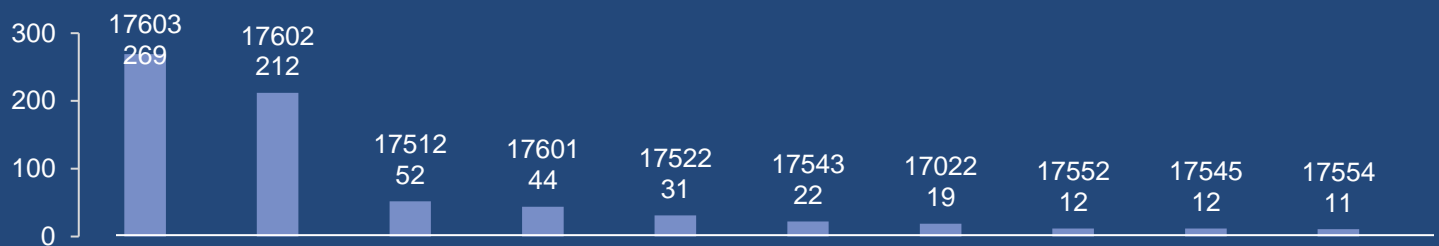
Shelter/Homelessness Related



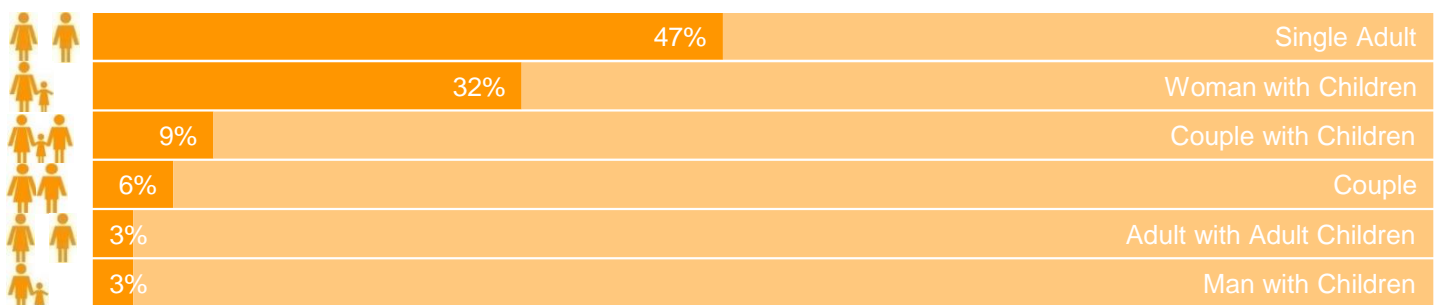
- Shelter/Transitional Housing
- Homeless Drop In Centers
- Domestic Violence Shelters
- Homeless Motel Vouchers

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

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



What is the inquirer's household composition?



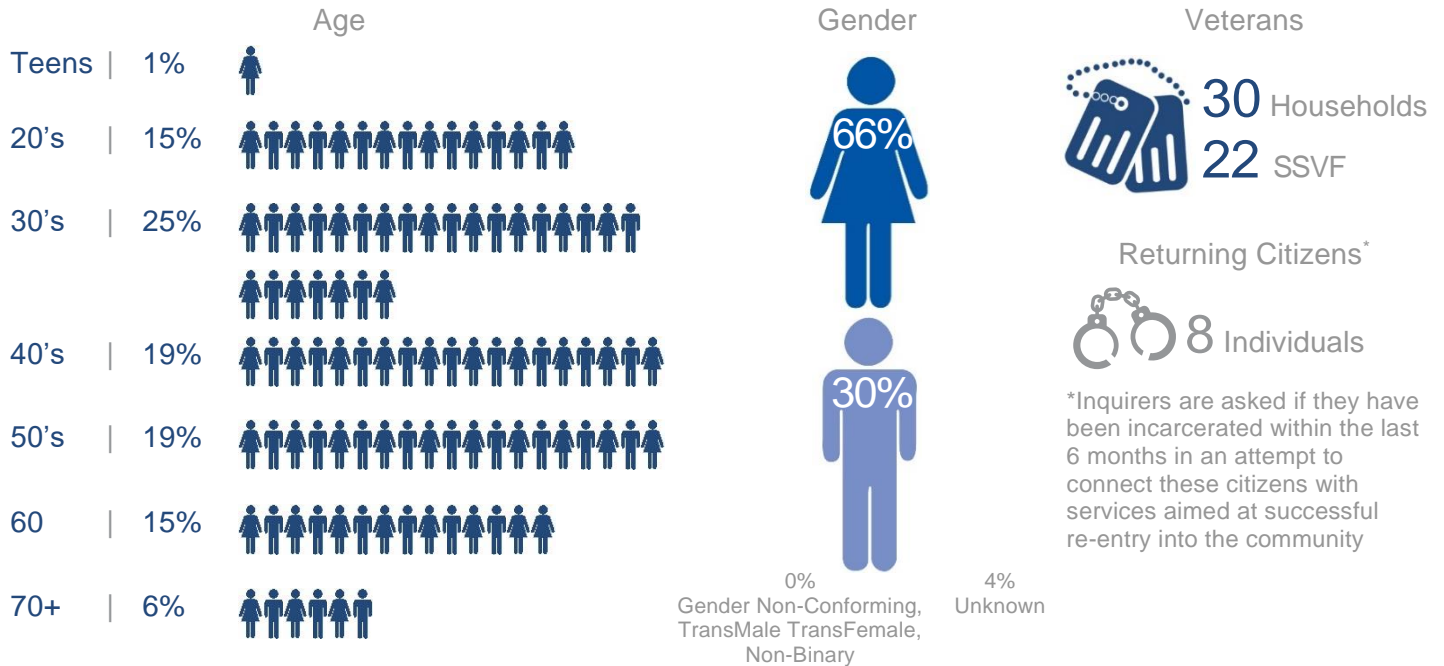
PA 211 EAST



MAY 2024
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).

Who is contacting 211?



What is 211's telephone performance?

- Number of calls hitting the queue: 757
- Number of calls answered: 549
- Number of calls abandoned: 208
- Average speed of answer/wait time: 9 minutes
- Peak average speed of answer/wait time: 15 minutes
- Average handle time: 32 minutes

*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	79
Homeless Motel Vouchers/Motel Bill Payment	22
Rent Payment Assistance	11
Low Income/Subsidized Private Rental Housing	7
Section 8/Housing Choice Vouchers	2

Coordinated Entry Intake Specialist Focus

Housing Related Client Comments:

- "Thank you, you gave me perspective on what I should do."
- "You were great!"
- "I appreciate your help, I just want to say Thank you for not making me feel horrible. There are people that you call for programs and assistance, and they don't make you feel good and those make you feel worse than the situation...thank you so much, and thank you for the help and the smile."

Current Staff Trained in Prescreenings

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