

PA 211 EAST

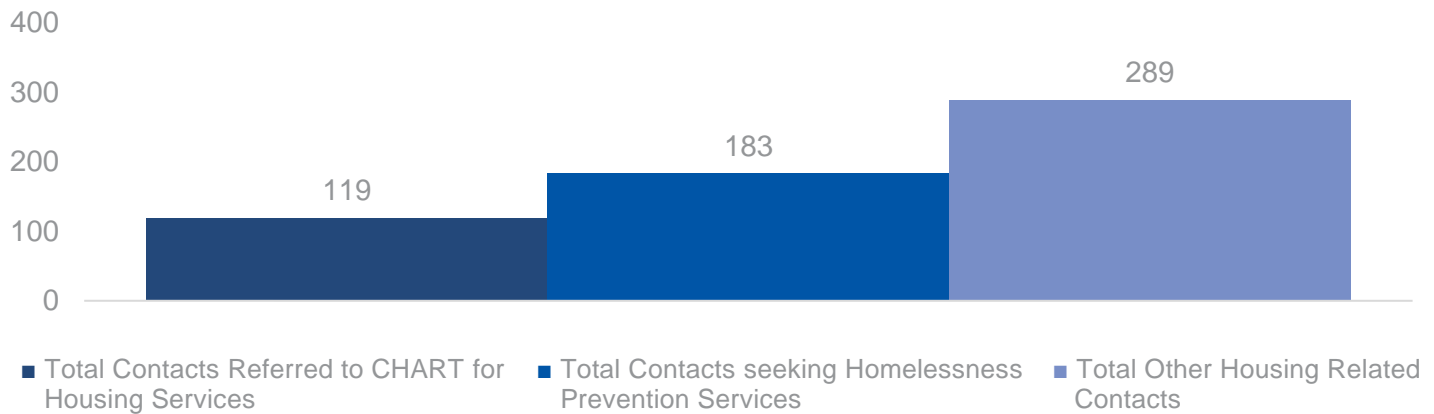


APRIL 2024
HOUSING/HOMELESSNESS
SERVICES REPORT

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).

How many inquirers contacted 211?

Contact Volume

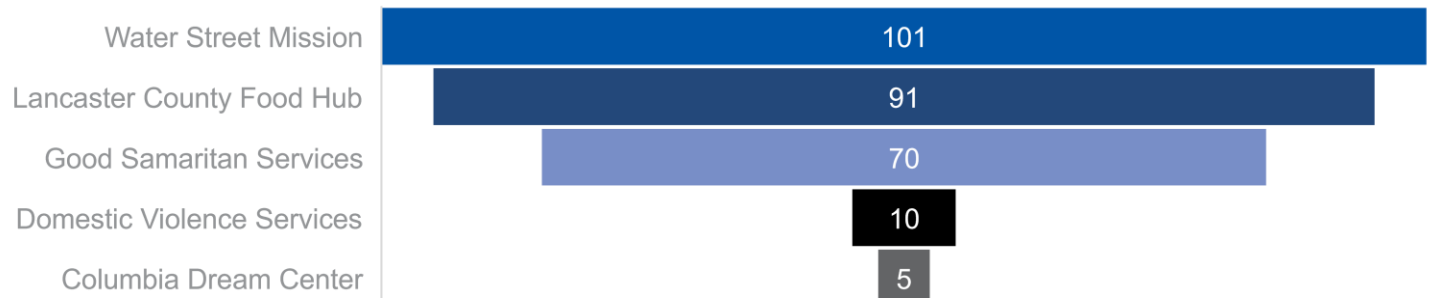


*Note: Total Other Housing Related Contacts includes, but not limited to: Inquiries for low income/subsidized housing, winter shelter information, domestic violence shelter information, and CHART call-backs, etc.

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.

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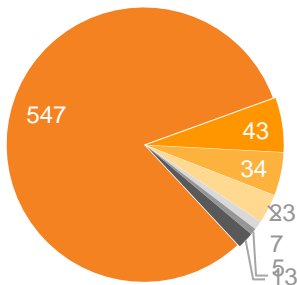


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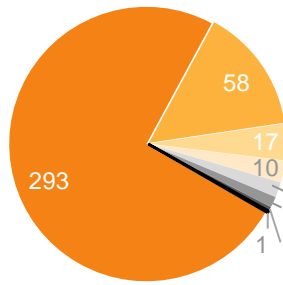
What housing-related needs* do 211 inquirers have?

Housing Programs/Rentals



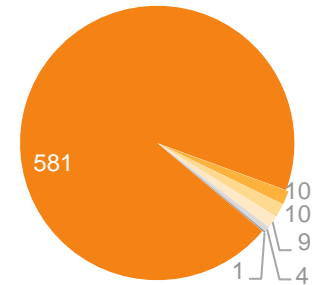
- Low Income/Subsidized Private Rental Housing
- HUD/Public Housing/Section 8
- Home Rental Listings
- Housing Search Assistance
- Single Room Occupancy Housing
- Older Adult/Disability Related Supportive Housing and I&R
- Other: Moving Services, Home Rehabilitation Loans, Homebuyer Loans/Purchase Counseling,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

Homelessness Prevention



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

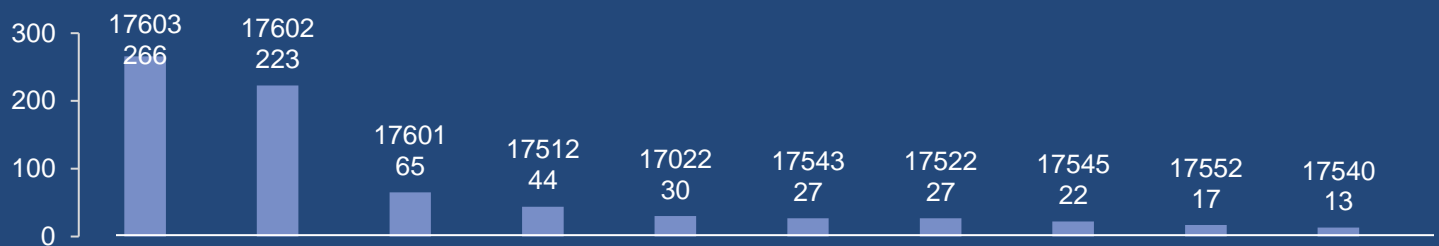
Shelter/Homelessness Related



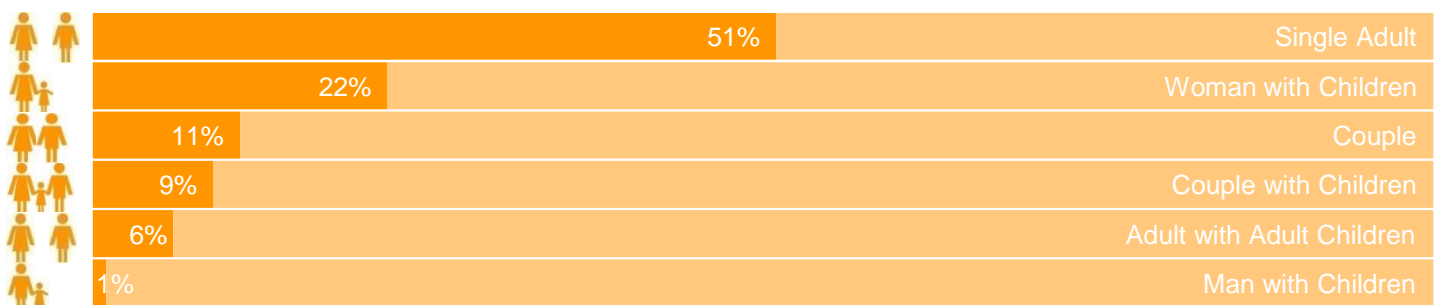
- Shelter/Transitional Housing
- Homeless Drop In Centers
- Domestic Violence Shelters
- Homeless Motel Vouchers
- Crisis Nurseries/Child Care
- Youth Shelters

*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?



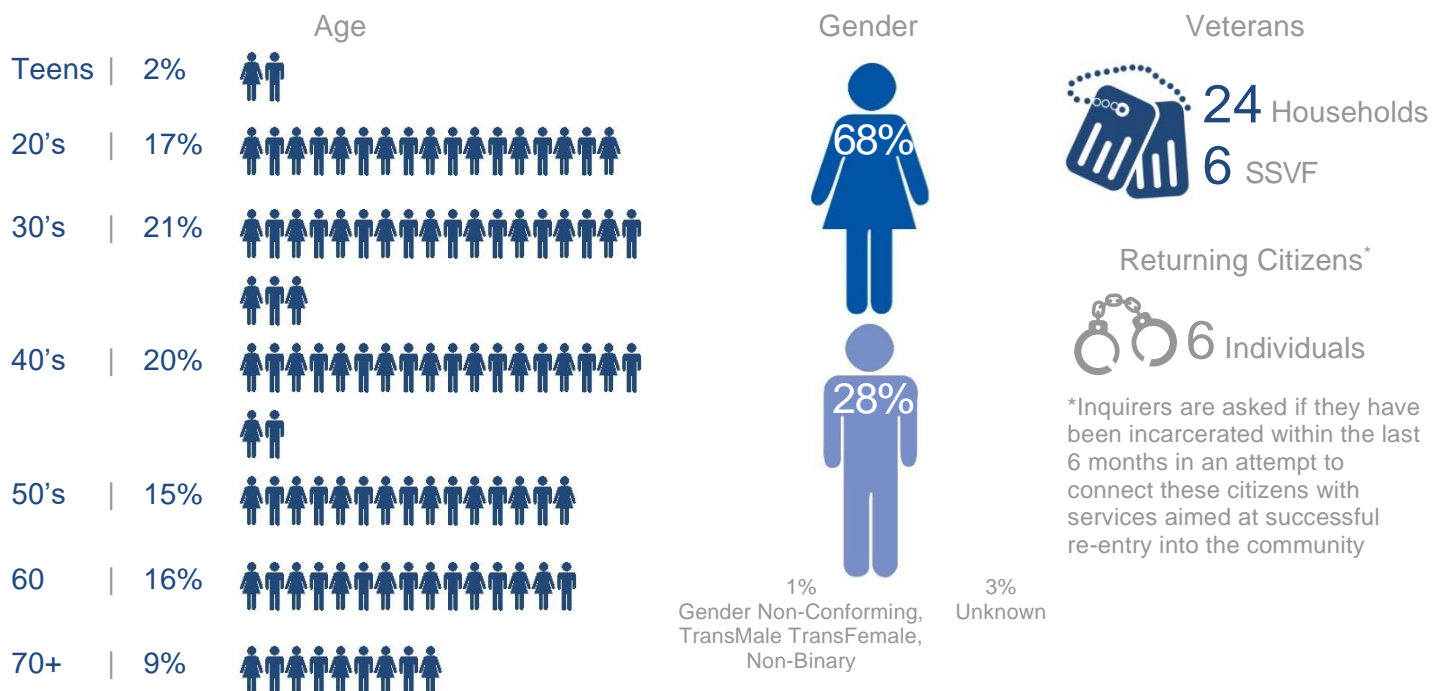
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Who is contacting 211?



What is 211's telephone performance?

- Number of calls hitting the queue: 717
- Number of calls answered: 515
- Number of calls abandoned: 202
- Average speed of answer/wait time: 10 minutes
- Peak average speed of answer/wait time: 14 minutes
- Average handle time: 31 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	54
Rent Payment Assistance	32
Homeless Motel Vouchers/Motel Bill Payment	14
Rental Deposit Assistance	6
Housing Search Assistance	3

Coordinated Entry Intake Specialist Focus

Housing Related Client Comments:

- “Thank you so much for calling me back to follow-up.”
- “Thank you for the help and the smile.”
- “Thank you for all you do, this information is very helpful.”

Current Staff Trained in Prescreenings

- Nery A. (*Bilingual-English/Spanish*)
- Tammie 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*)

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