

# PA 211 EAST

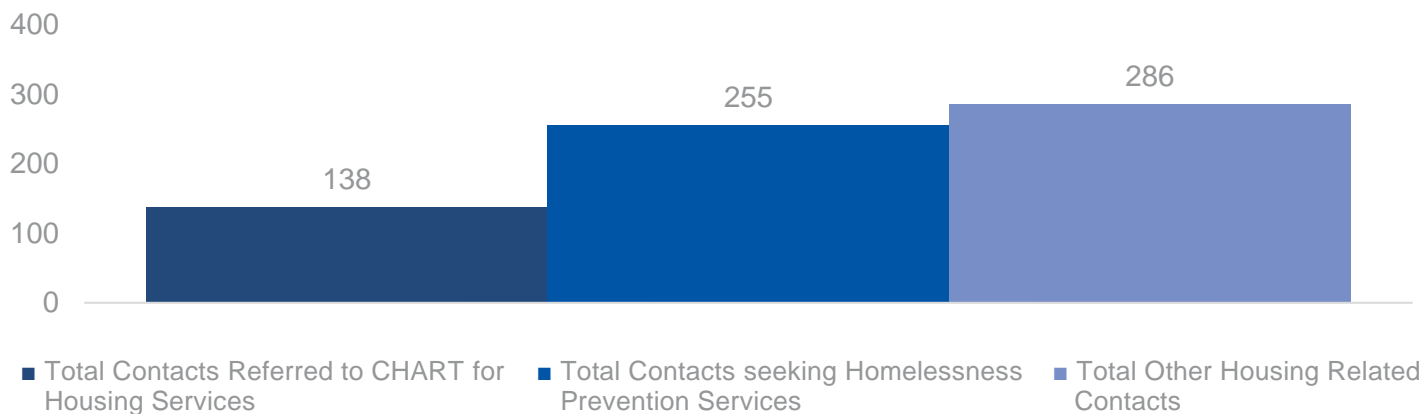


**JULY 2024**  
**HOUSING/HOMELESSNESS**  
**SERVICES REPORT**

211 is the contracted partner for centralized intake for housing and homelessness services in Lancaster County. Callers are prescreened for eligibility to the Coordinated Entry System.

## How many inquirers contacted 211?

Contact Volume

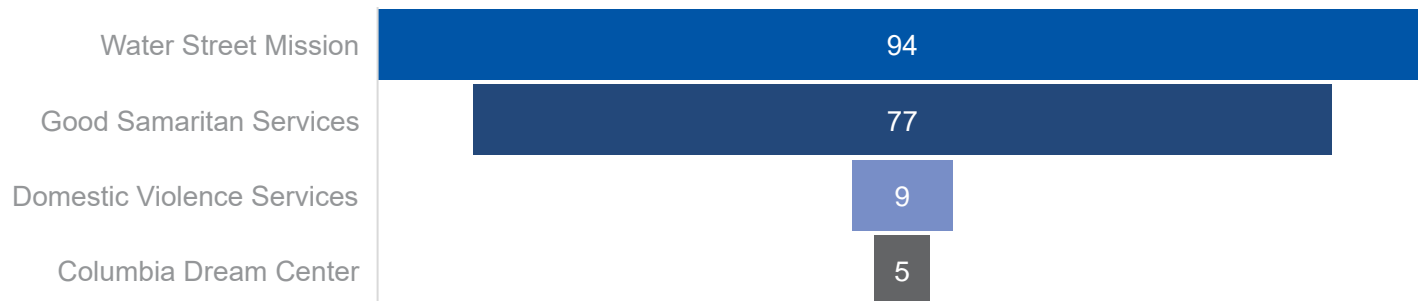


\*Note: Total Other Housing Related Contacts includes, but not limited to: Inquiries for low income/subsidized housing, winter shelter information, domestic violence shelter information, and Coordinated Entry call-backs, etc.

## Where are inquirers currently residing?



## What emergency shelter referrals do inquirers receive?



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

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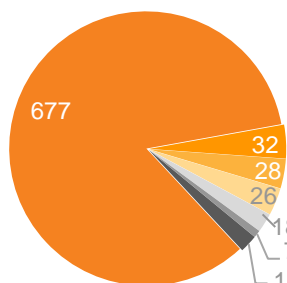


## JULY 2024 HOUSING/HOMELESSNESS SERVICES REPORT

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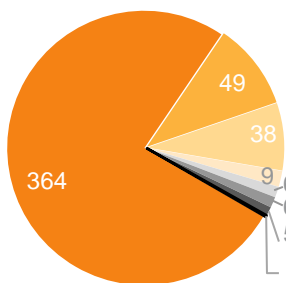
### What housing-related needs\* do 211 inquirers have?

Housing Programs/Rentals



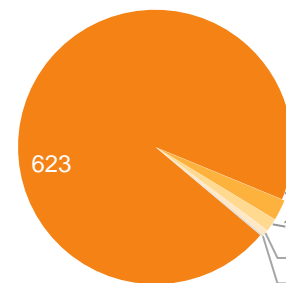
- Low Income/Subsidized Private Rental Housing
- HUD/Public Housing/Section 8
- Housing Search Assistance
- Home Rental Listings
- Older Adult/Disability Related Supportive Housing and I&R
- Single Room Occupancy Housing
- Other: Moving Services, Home Rehabilitation Loans, Homebuyer Loans/Purchase Counseling,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

Homelessness Prevention



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

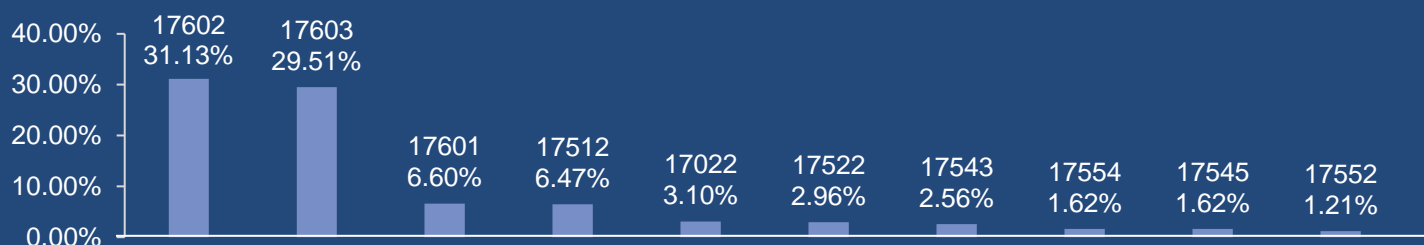
Shelter/Homelessness Related



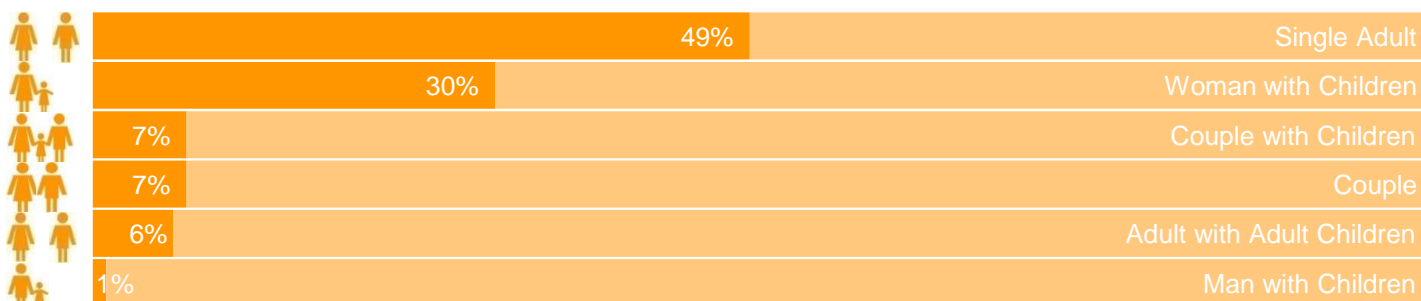
- Shelter/Transitional Housing
- Homeless Motel Vouchers
- Domestic Violence Shelters
- Homeless Drop In Centers
- Crisis Nurseries/Child Care

\*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?



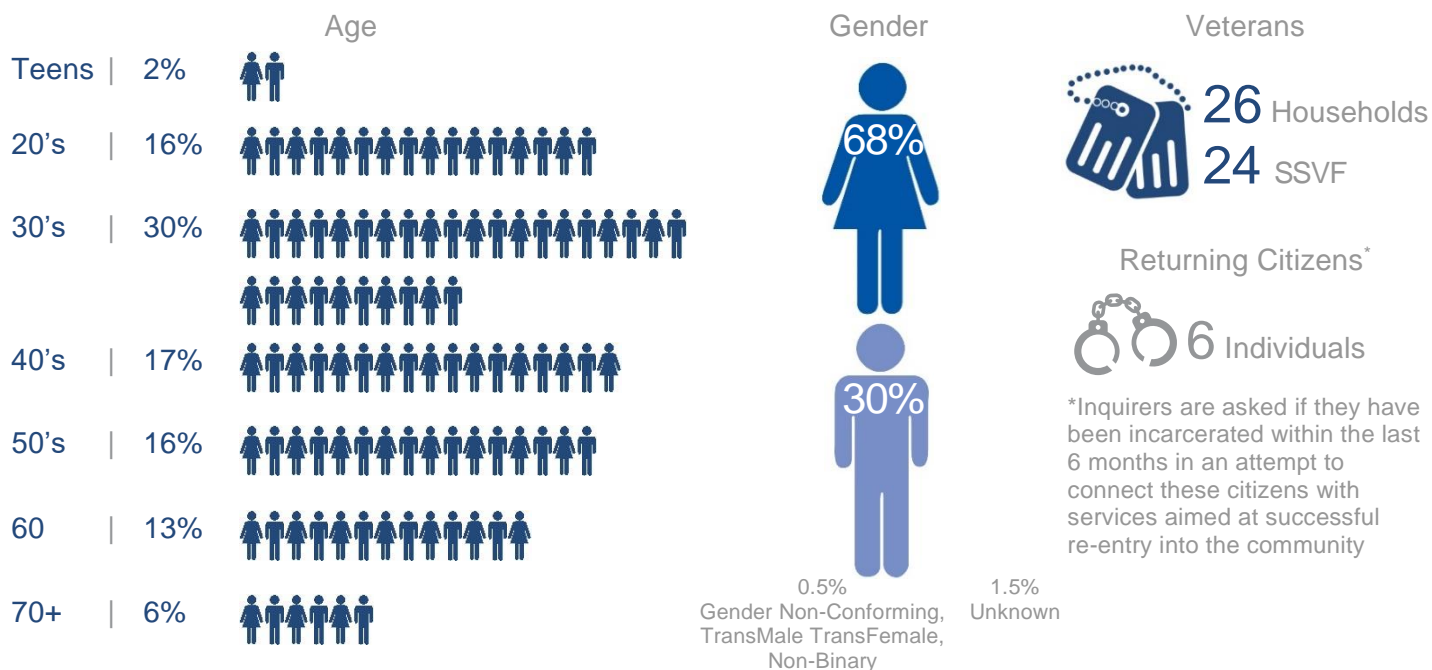
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## Who is contacting 211?



## What is 211's telephone performance?

- Number of calls hitting the queue: 729
- Number of calls answered: 474
- Number of calls abandoned: 255
- Average speed of answer/wait time: 12 minutes
- Peak average speed of answer/wait time: 18 minutes
- Average handle time: 34 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 other resources and services that may be of assistance.

### Top unmet needs

Community Shelters/Coordinated Entry	64
Rent Payment Assistance	20
Homeless Motel Vouchers/Motel Bill Payment	14
Home Rental Listings/Low Income/Subsidized Housing	7
Rental Deposit Assistance	3

## Coordinated Entry Intake Specialist Focus

### Housing Related Client Comments:

- “Thank you for listening and taking the time to help me.”
- “I appreciate you for caring.”
- “You did such a good job, I really appreciate it, thank you so much.”

### Current Staff Trained in Prescreenings

- Nery A. (*Bilingual-English/Spanish*)
- Tammie D.
- Patricia E. (*Bilingual-English/Spanish*)
- Merlin G. (*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*)