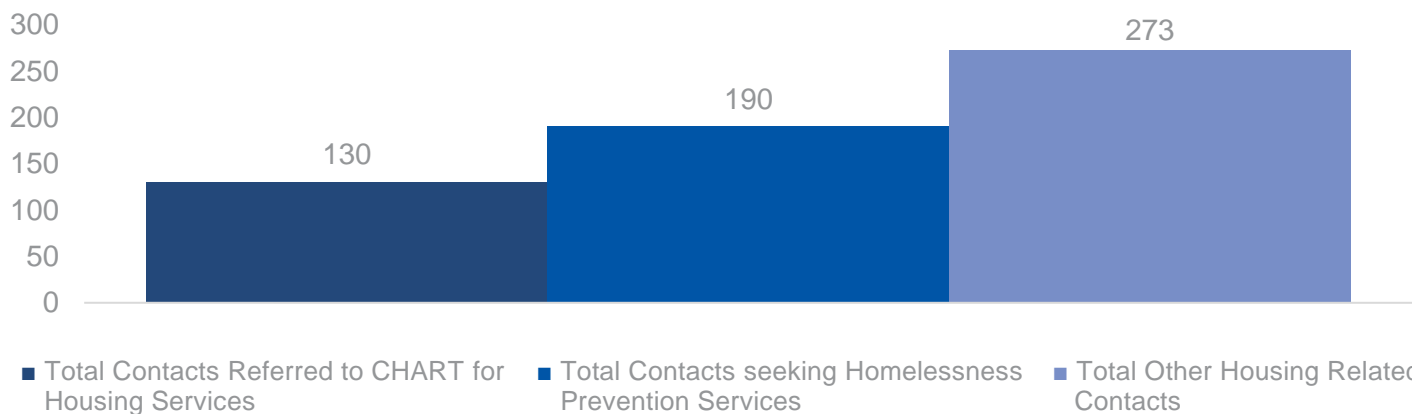


211 is the contracted partner for centralized intake for housing and homelessness services in Lancaster County. Callers are prescreened for eligibility to CHART (Community Homeless Assessment and Referral Team).

## 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.

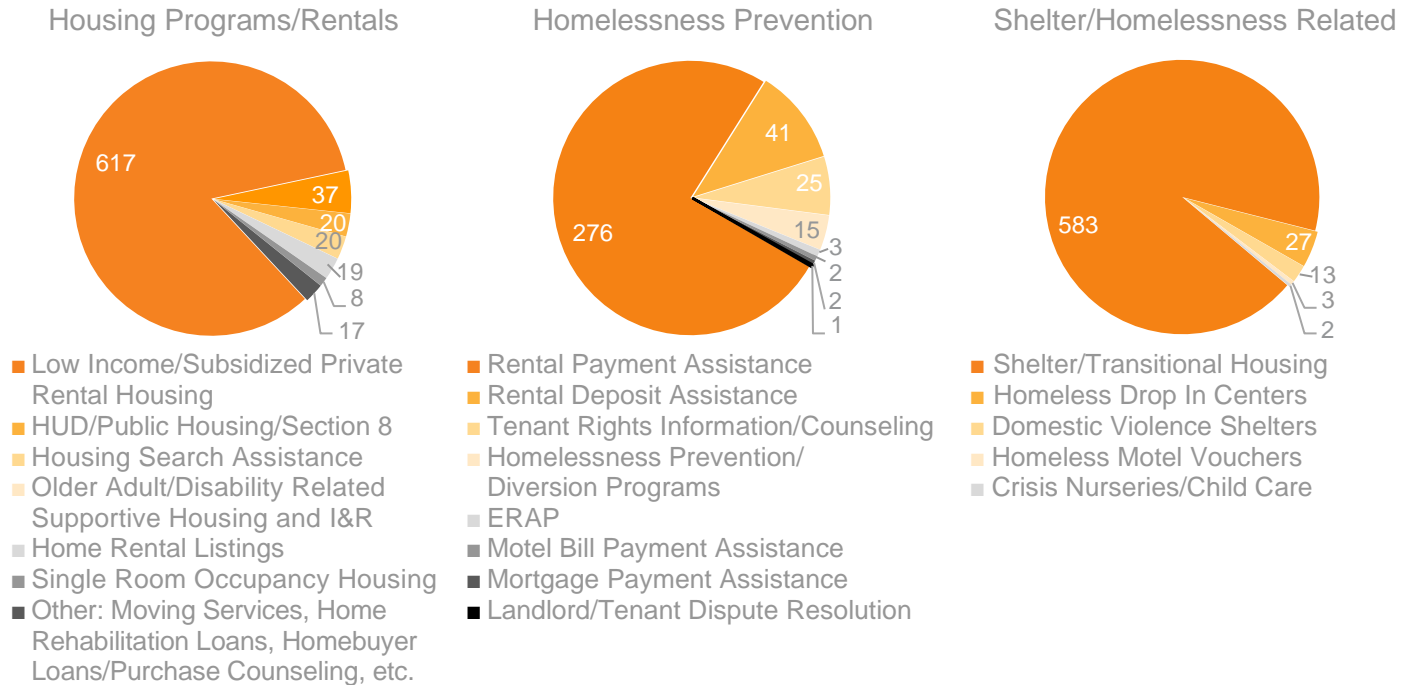
# PA 211 EAST



## JUNE 2024 HOUSING/HOMELESSNESS SERVICES REPORT

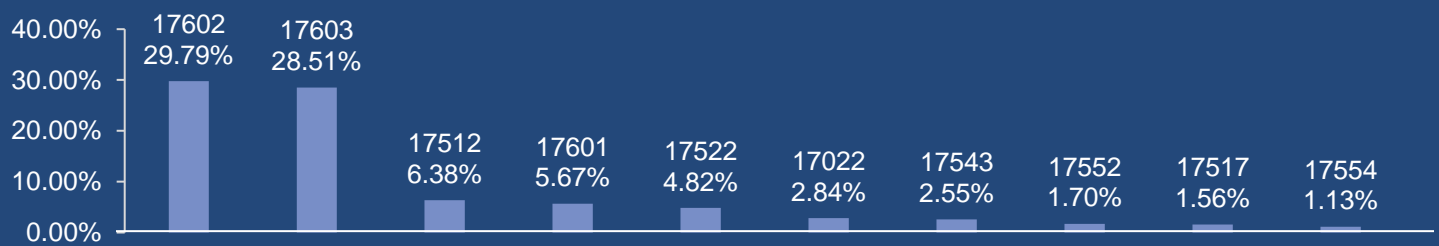
211 is the contracted partner for centralized intake for housing and homelessness services in Lancaster County. Callers are prescreened for eligibility to CHART (Community Homeless Assessment and Referral Team).

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

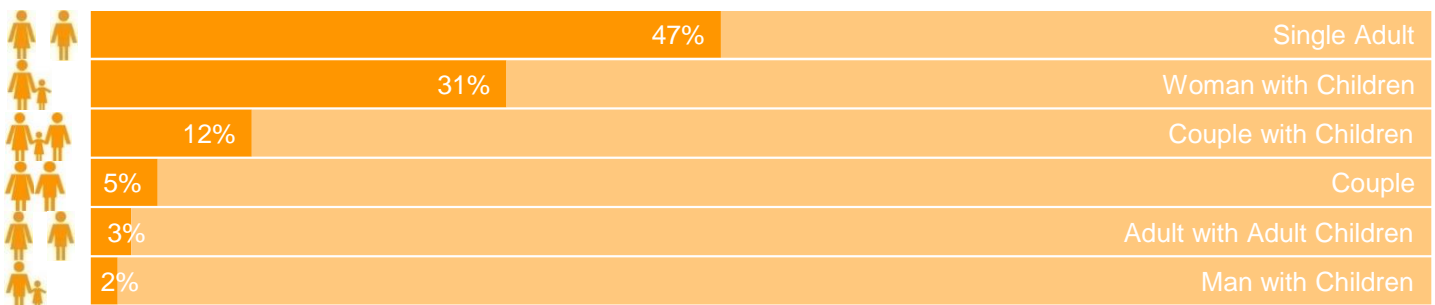


\*Some inquirers have multiple housing concerns. Captured are the total housing needs/referrals requested.

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



### What is the inquirer's household composition?



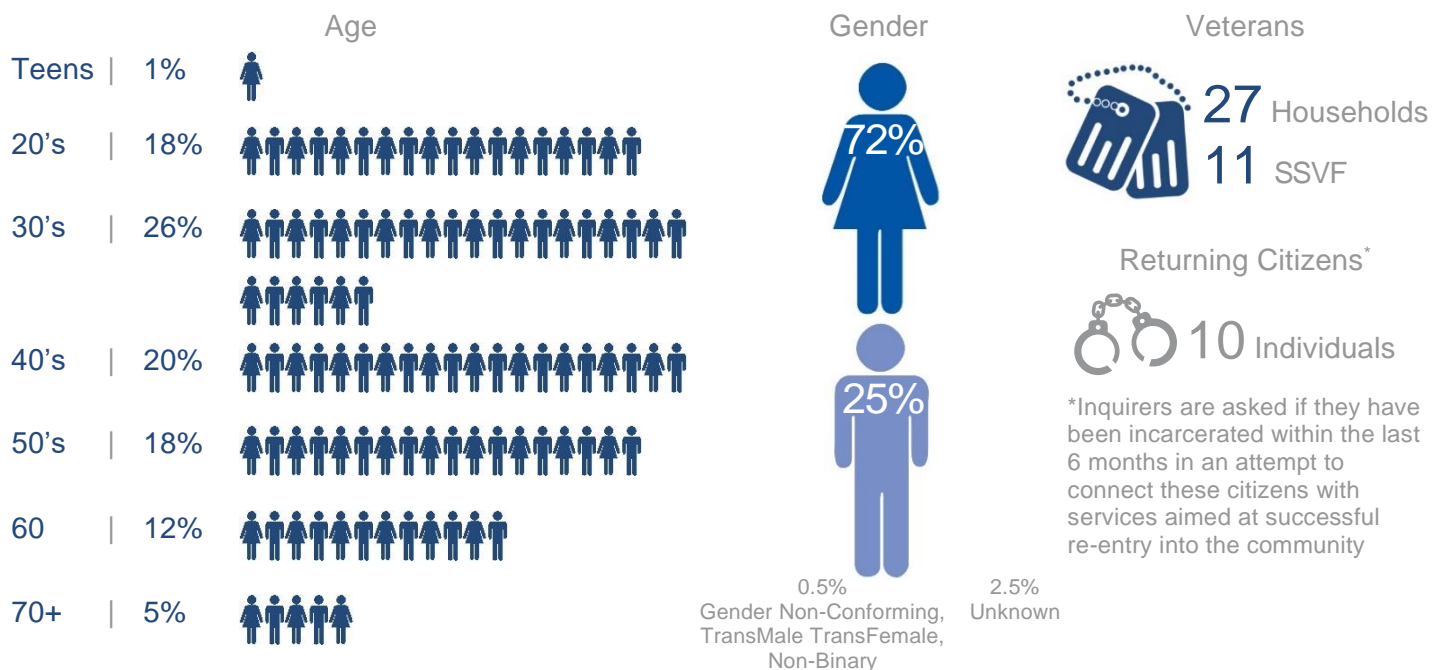
# PA 211 EAST



## JUNE 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: 652
- Number of calls answered: 472
- Number of calls abandoned: 180
- Average speed of answer/wait time: 9 minutes
- Peak average speed of answer/wait time: 20 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	52
Rent Payment Assistance	17
Homeless Motel Vouchers/Motel Bill Payment	5
Housing Search Assistance	2
Section 8/Housing Choice Vouchers	1

## Coordinated Entry Intake Specialist Focus

### Housing Related Client Comments:

- “You guys are always a blessing.”
- “Thank you so much and keep up the good work that you (211) do.”
- “You were so helpful...and thank you for being awesome.”

### 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*)