

PA 211 EAST

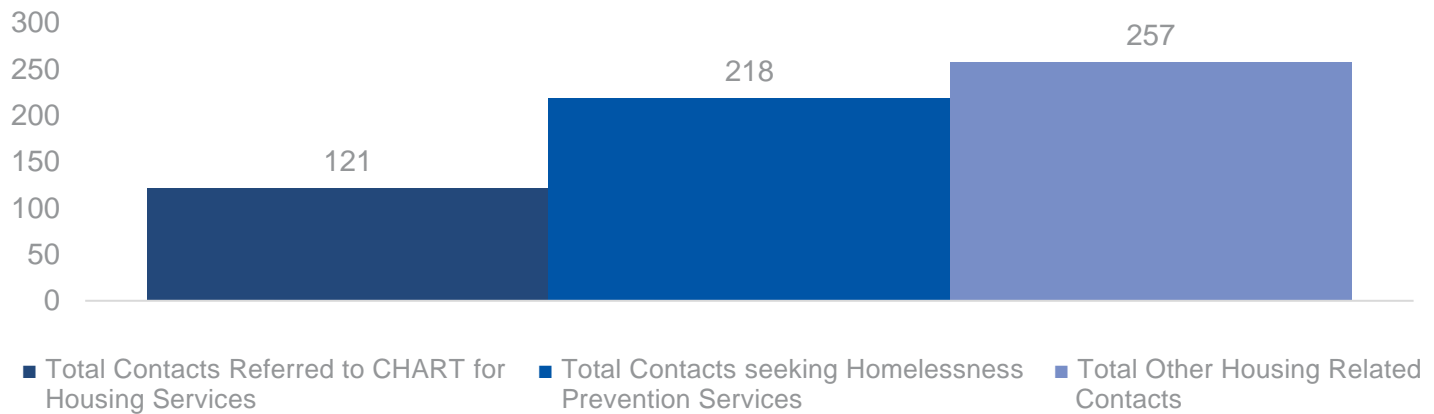


MARCH 2024
HOUSING/HOMELESSNESS
SERVICES REPORT

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

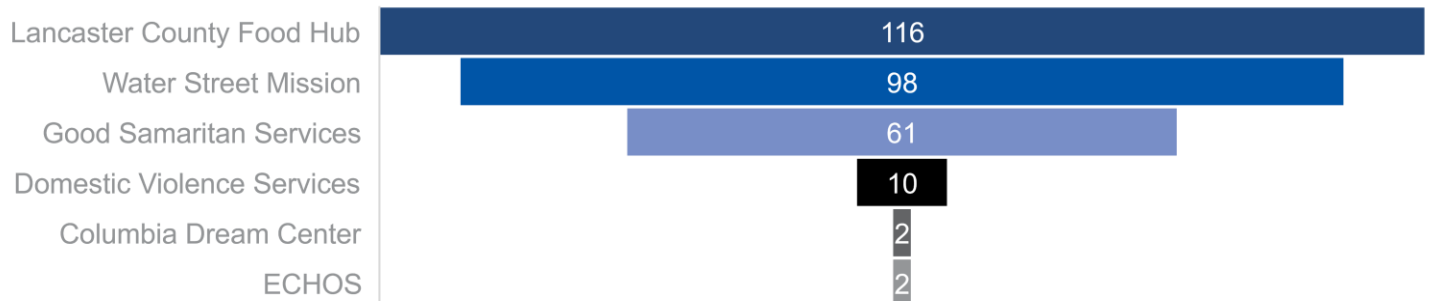


*Note: Total Other Housing Related Contacts includes, but not limited to: Inquiries for low income/subsidized housing, winter shelter information, domestic violence shelter information, and CHART call-backs, etc.

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.

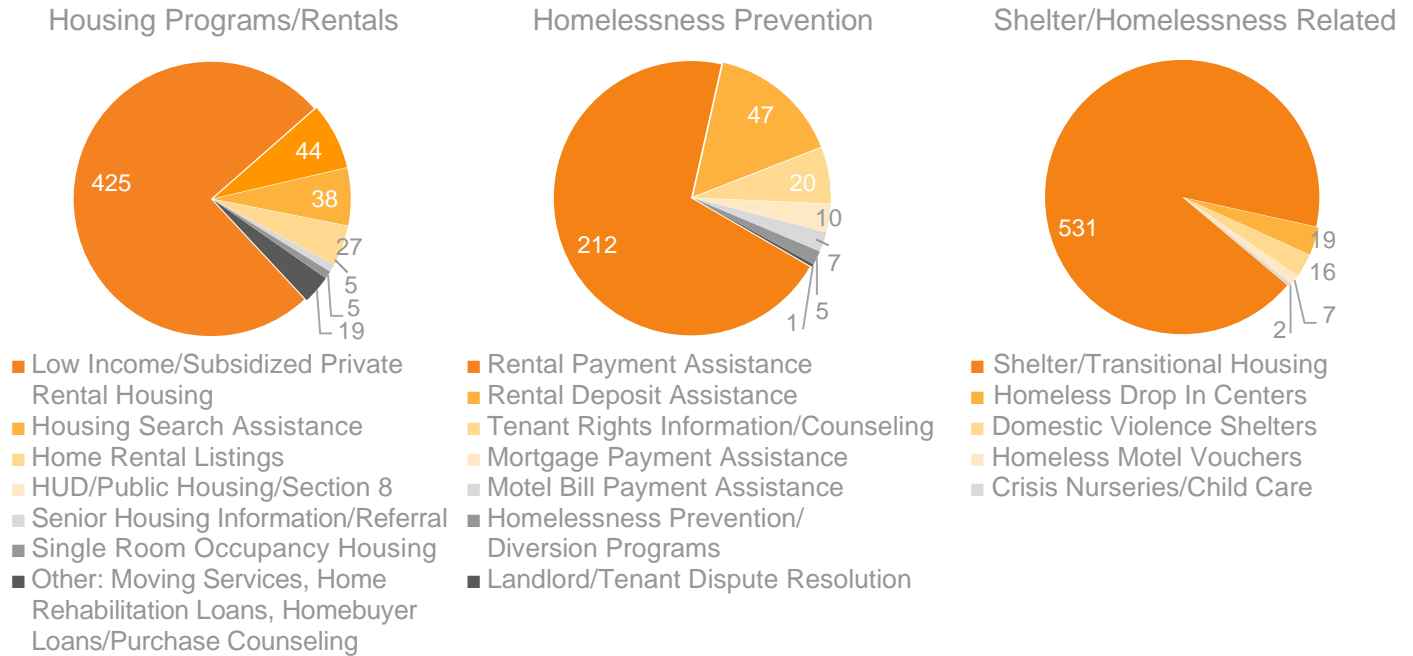
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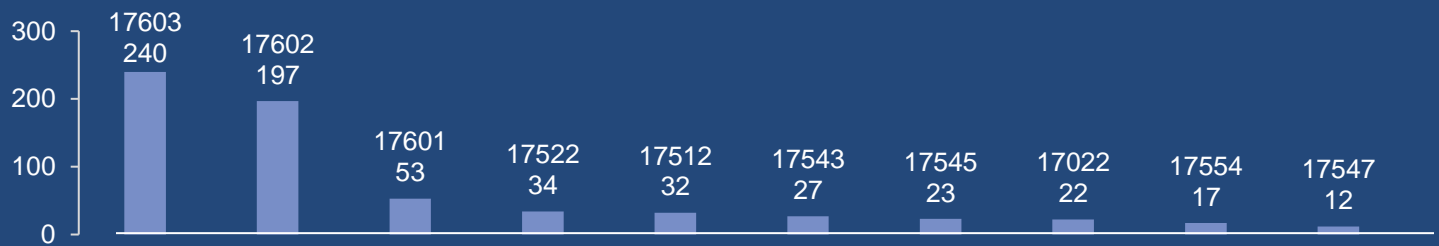
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What housing-related needs* do 211 inquirers have?

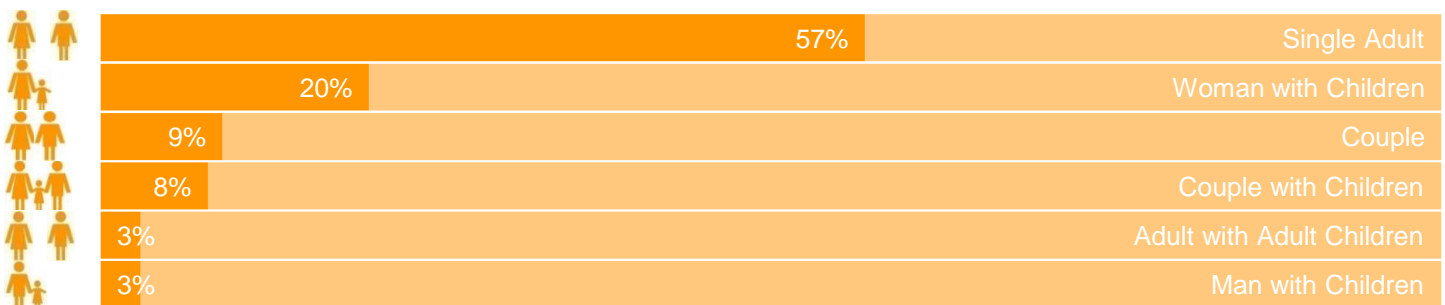


*Some inquirers have multiple housing concerns. Captured are the total housing needs requested.

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



What is the inquirer's household composition?



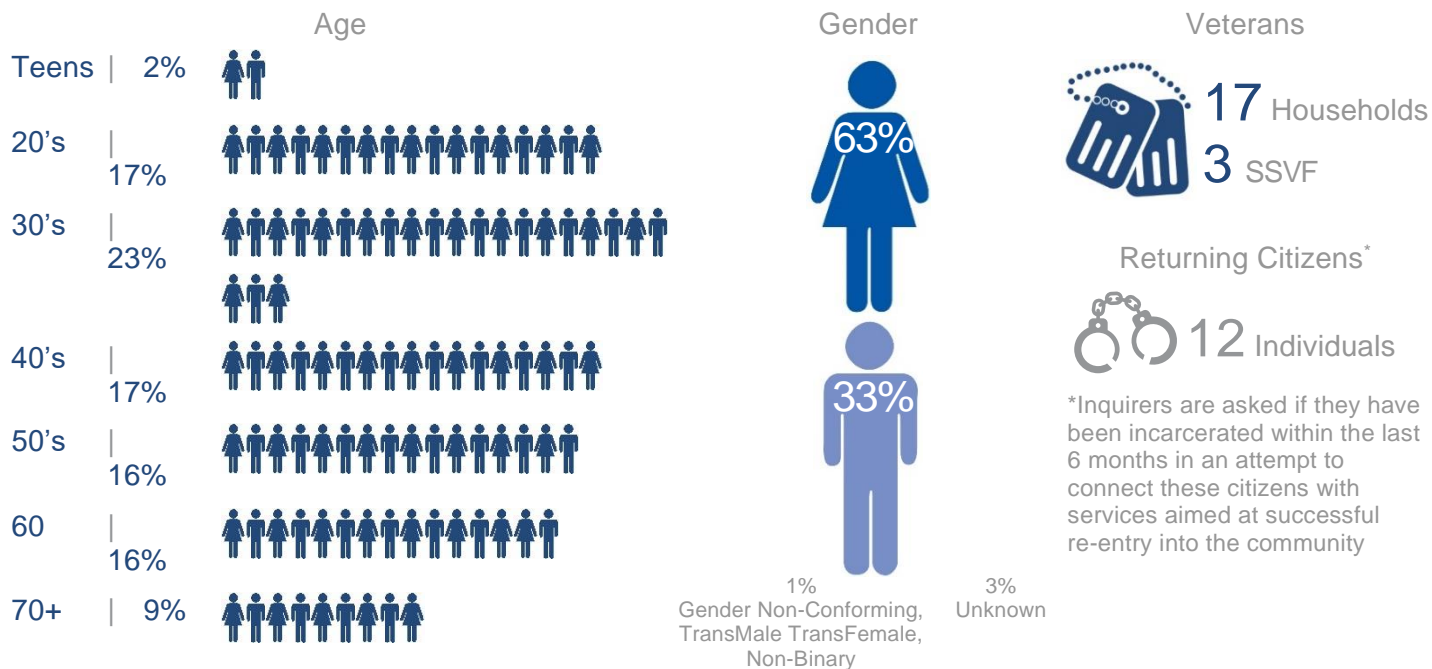
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Who is contacting 211?



What is 211's telephone performance?

- Number of calls hitting the queue: 703
- Number of calls answered: 510
- Number of calls abandoned: 193
- Average speed of answer/wait time: 6 minutes
- Peak average speed of answer/wait time: 22 minutes
- Average handle time: 30 minutes

*Note: Information above is based on the Lancaster Homeless queue specifically in the 211 phone system that is open Monday-Friday, 7am-7:30pm, 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 | 74 |
| Rent Payment Assistance | 31 |
| Homeless Motel Vouchers/Motel Bill Payment | 17 |
| Rental Deposit Assistance | 4 |
| Section 8 Housing Choice Vouchers | 4 |

Coordinated Entry Intake Specialist Focus

Housing Related Client Comments:

- “You are amazing, I give you 5 stars.”
- “Thank you so much, you’re so nice.”

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*)