

PA 211 EAST

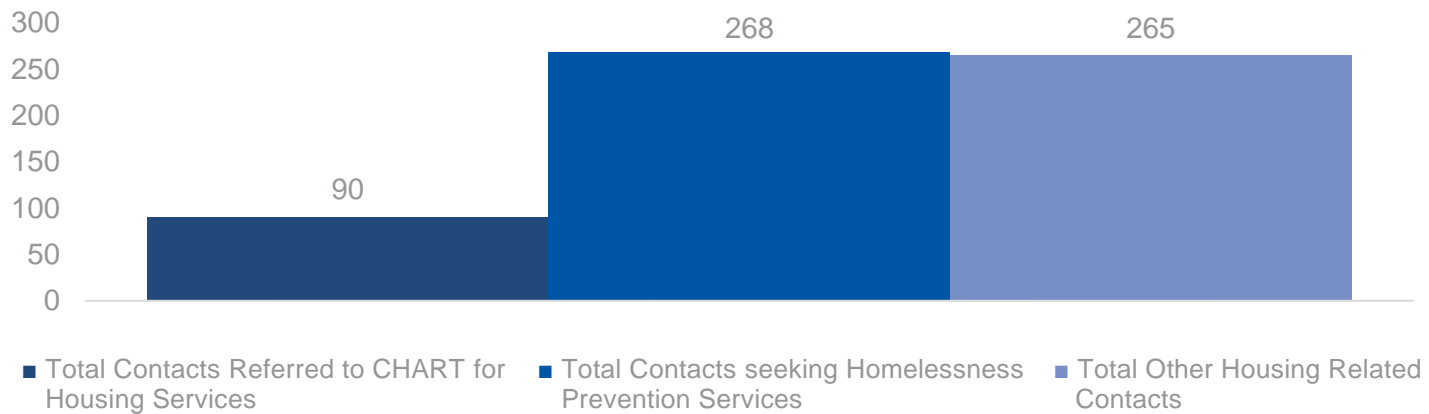


**AUGUST 2024
HOUSING/HOMELESSNESS
SERVICES REPORT**

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.

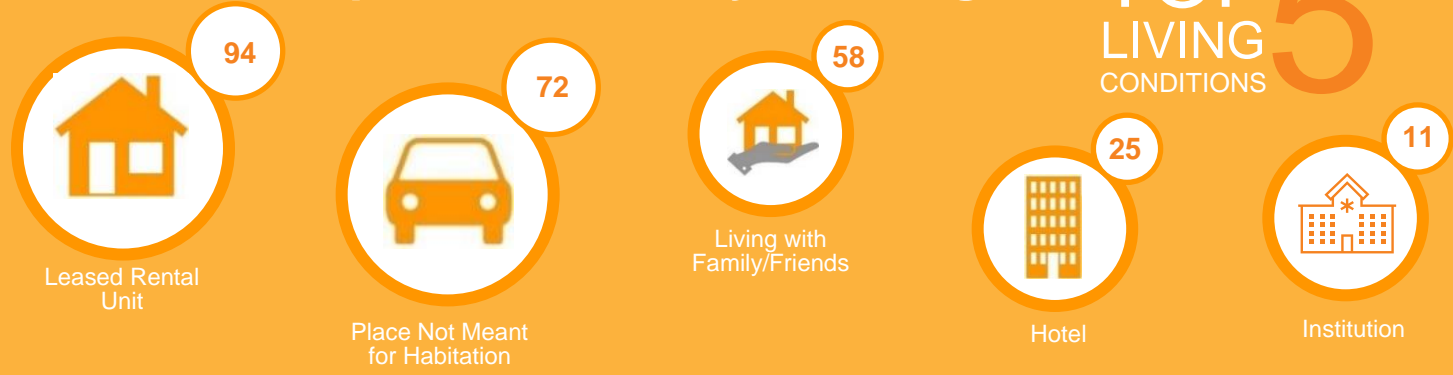
How many inquirers contacted 211?

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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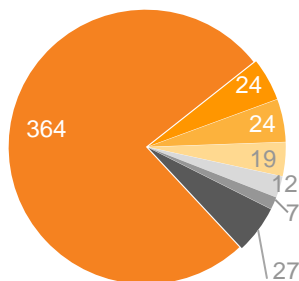


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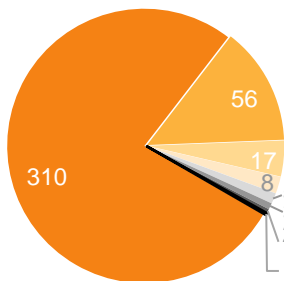
What housing-related needs* do 211 inquirers have?

Housing Programs/Rentals



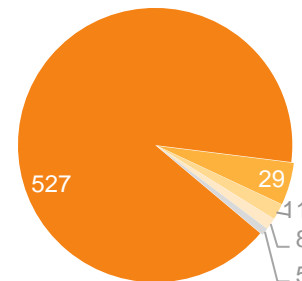
- Low Income/Subsidized Private Rental Housing
- HUD/Public Housing/Section 8
- Home Rental Listings
- Housing Search Assistance
- Older Adult/Disability Related Supportive Housing and I&R
- Single Room Occupancy Housing
- Other: Moving Services, Home Rehabilitation Loans, Homebuyer Loans/Purchase Counseling,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

Homelessness Prevention



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

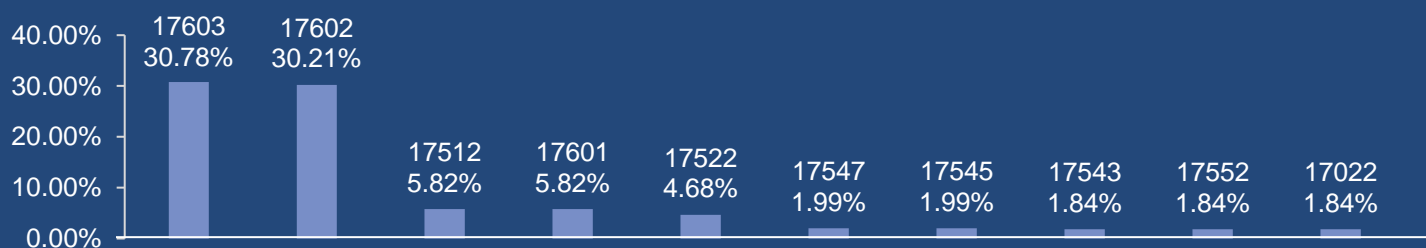
Shelter/Homelessness Related



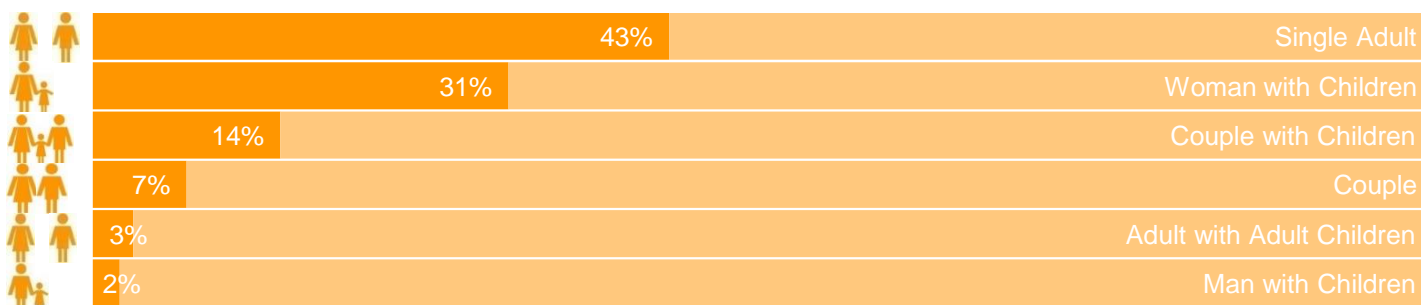
- Shelter/Transitional Housing
- Domestic Violence Shelters
- Homeless Drop In Centers
- Homeless Motel Vouchers
- Crisis Nurseries/Child Care

*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?



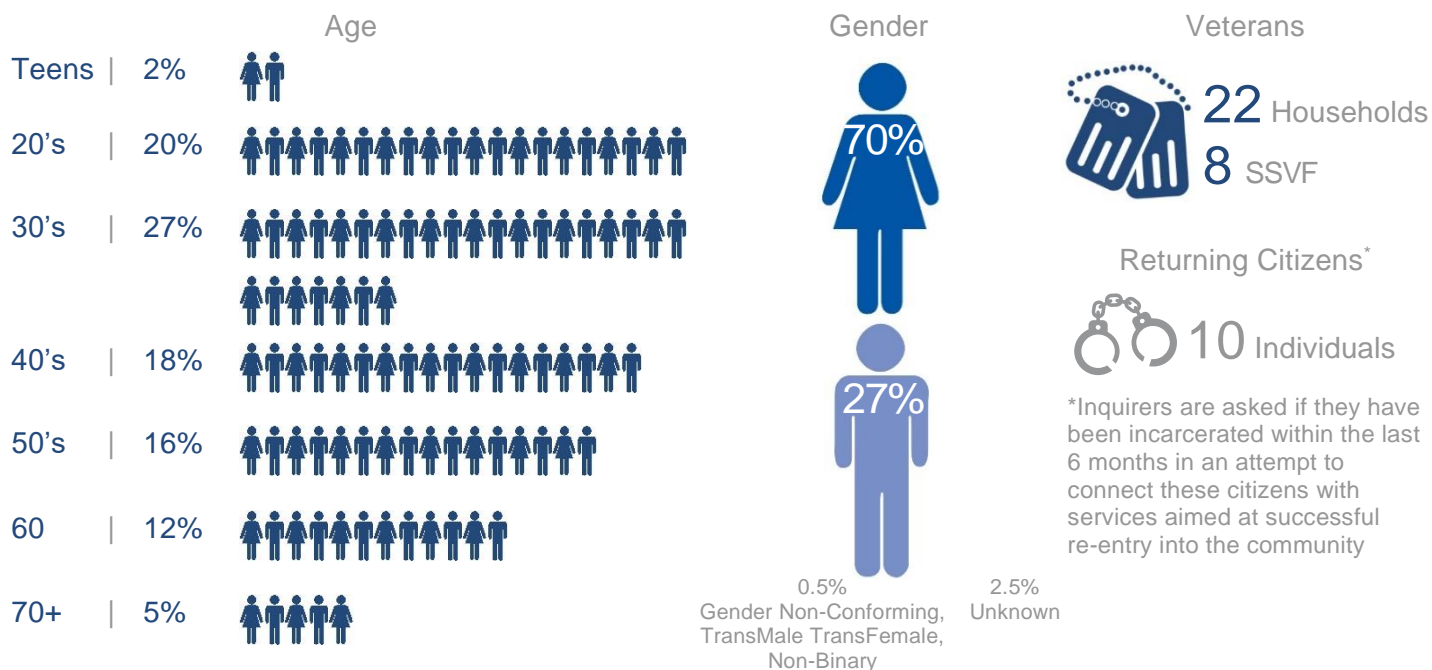
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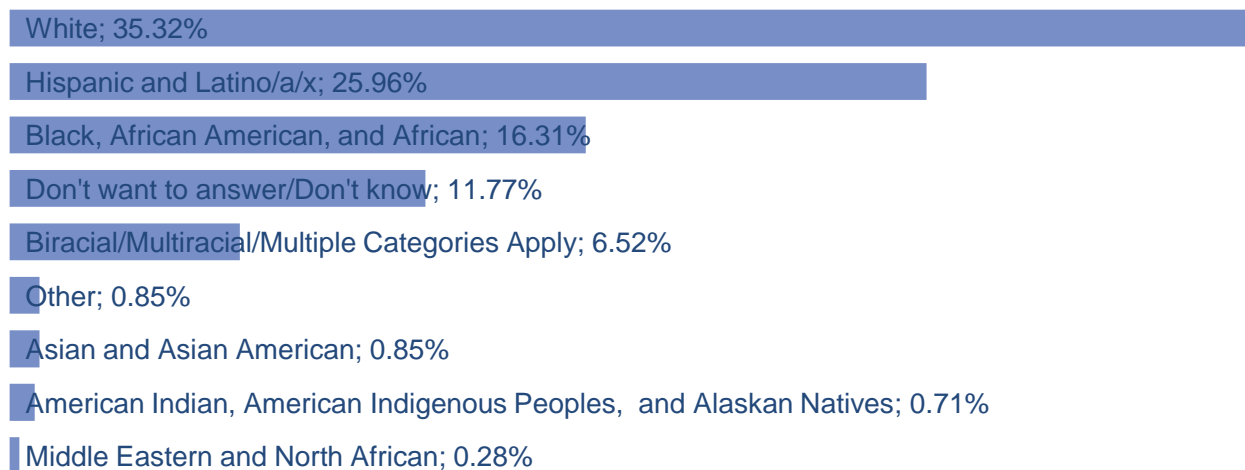
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Who is contacting 211?



Race/Ethnicity



What is 211's telephone performance?

- Number of calls hitting the queue: 728
- Number of calls answered: 466
- Number of calls abandoned: 262
- Average speed of answer/wait time: 18 minutes
- Peak average speed of answer/wait time: 23 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

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How many digital or in-person inquirers?

Chat
14

Email
5

In-Person
18

Text
31

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 | 74 |
| Rent Payment Assistance..... | 13 |
| Homeless Motel Vouchers/Motel Bill Payment..... | 11 |
| Crisis Nurseries/Child Care | 3 |
| Section 8/Housing Choice Vouchers | 1 |

Coordinated Entry Intake Specialist Focus

Housing Related Client Comments:

- "Wow awesome, that is a lot of information...thank you so much I appreciate all your help."
- "You are so awesome, oh my God, I reach my heart out to you, and I just want you to know it does not go unrecognized."
- "Thank you so much, you are doing awesome work, such professionalism, the way you are speaking to me over the phone and helping, it is so humbling."
- "Thank you for helping sort out what my needs are."

Current Staff Trained in Prescreenings

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