

# PA 211 EAST

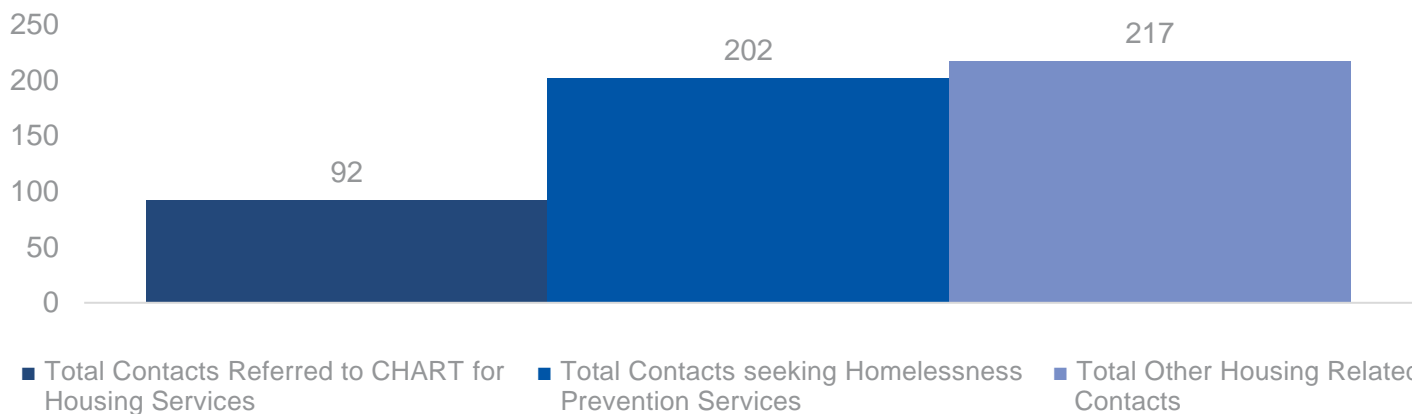


SEPTEMBER 2024  
HOUSING/HOMELESSNESS  
SERVICES REPORT

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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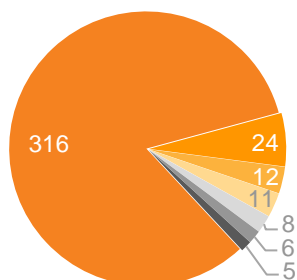


## SEPTEMBER 2024 HOUSING/HOMELESSNESS SERVICES REPORT

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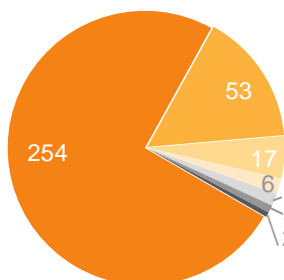
### What housing-related needs\* do 211 inquirers have?

Housing Programs/Rentals



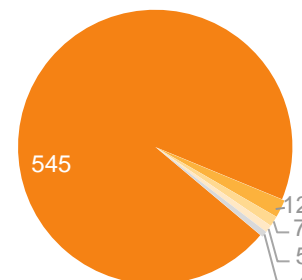
- Low Income/Subsidized Private Rental Housing
- HUD/Public Housing/Section 8
- Housing Search Assistance
- Home Rental Listings
- Older Adult/Disability Related Supportive Housing and I&R
- Single Room Occupancy Housing
- Other: Moving Services, Home Rehabilitation Loans, Homebuyer Loans/Purchase Counseling,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

Homelessness Prevention



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

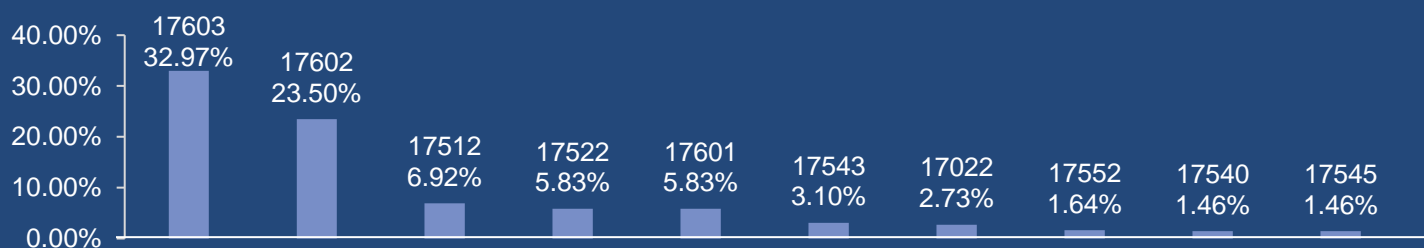
Shelter/Homelessness Related



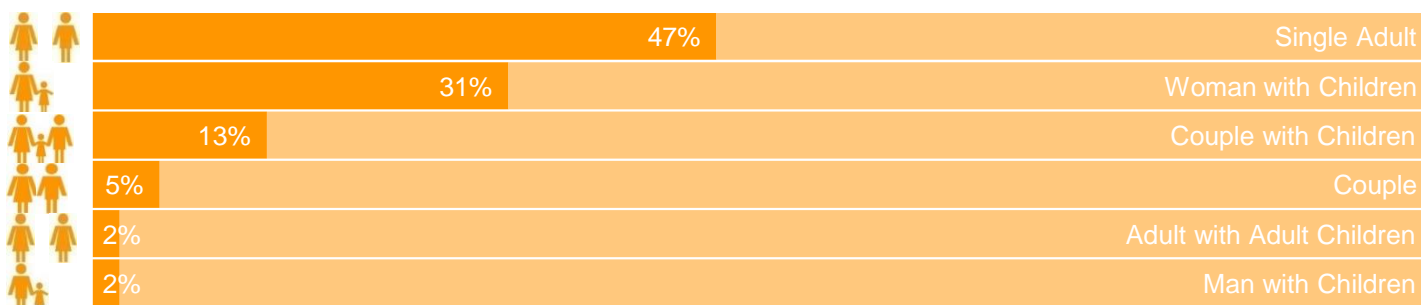
- Shelter/Transitional Housing
- Domestic Violence Shelters
- Homeless Motel Vouchers
- Homeless Drop In Centers
- Crisis Nurseries/Child Care

\*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?



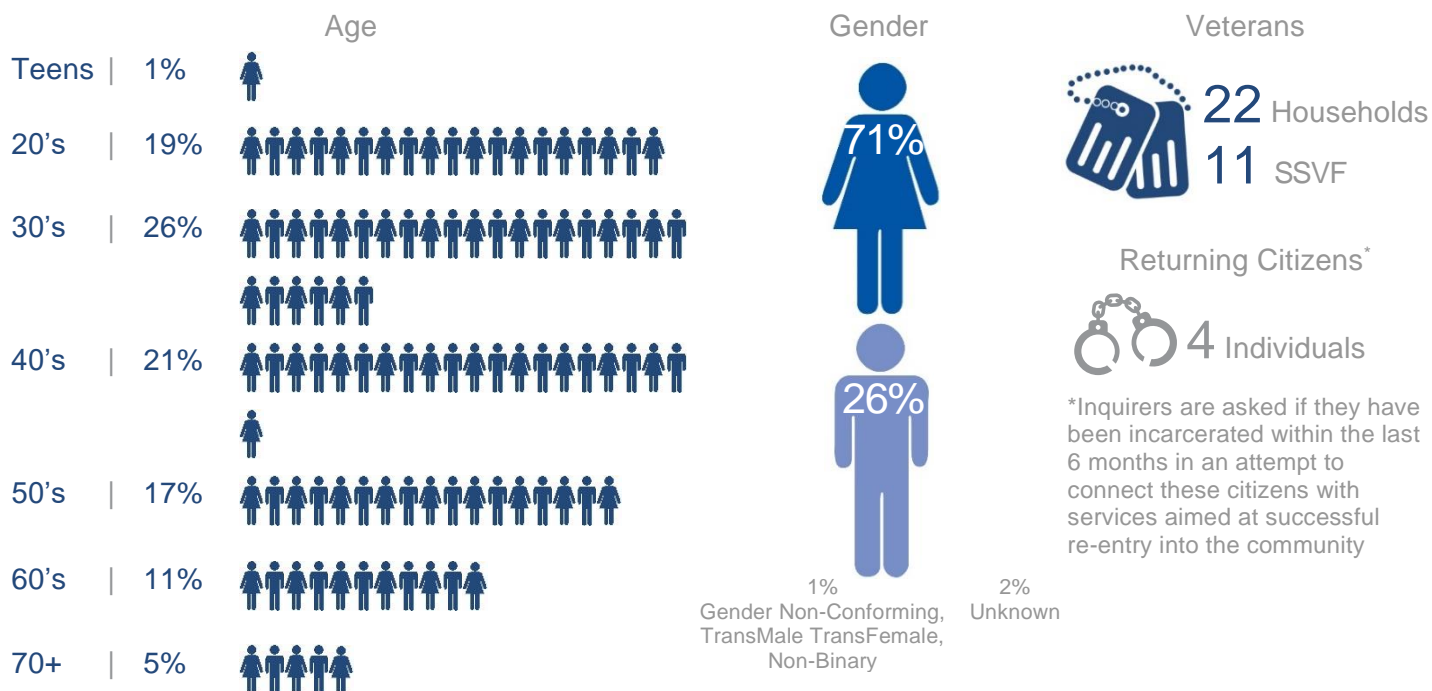
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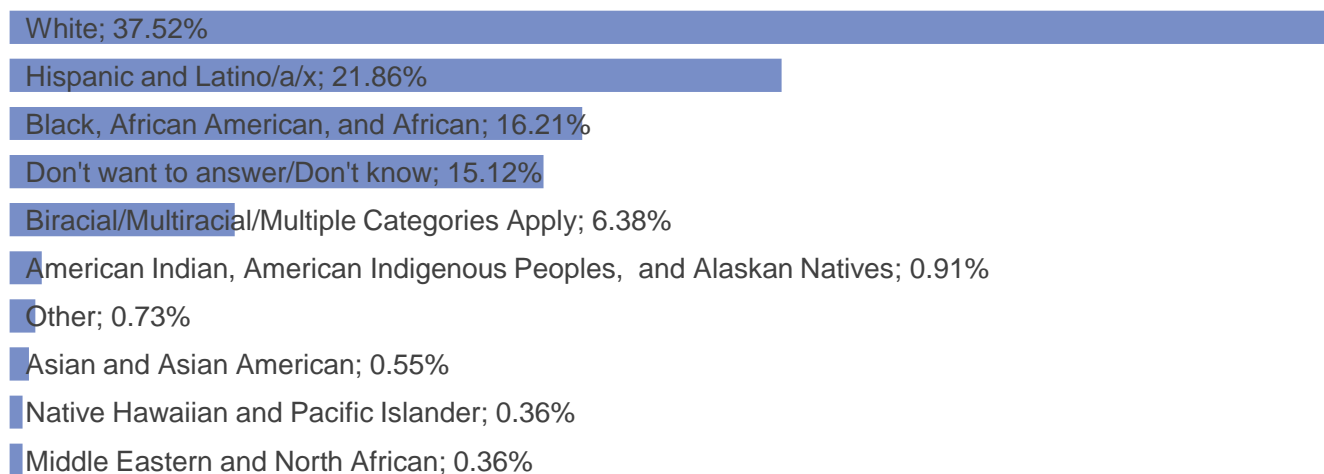
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### Who is contacting 211?



### Race/Ethnicity



### What is 211's telephone performance?

- Number of calls hitting the queue: 630
- Number of calls answered: 382
- Number of calls abandoned: 248
- Average speed of answer/wait time: 25 minutes
- Peak average speed of answer/wait time: 40 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

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## How many digital or in-person inquirers?

Chat  
6

Email  
2

In-Person  
0

Text  
44

## 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 .....	76
Rent Payment Assistance.....	14
Homeless Motel Vouchers/Motel Bill Payment.....	12
Rental Deposit Assistance.....	3
Section 8/Housing Choice Vouchers .....	2

## Coordinated Entry Intake Specialist Focus

### Housing Related Client Comments:

- "You have been very, very helpful, it has been a blessing to be able to make this call and speak with you. I will do my part to the best of my ability, so I'll wait, and see what happens. I am not going to give up, I'm going to keep trying."
- "I'm so glad I got to speak to you."
- "Thank you, thank you, thank you, I appreciate it."

### Current Staff Trained in Prescreenings

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