

# PA 211 EAST

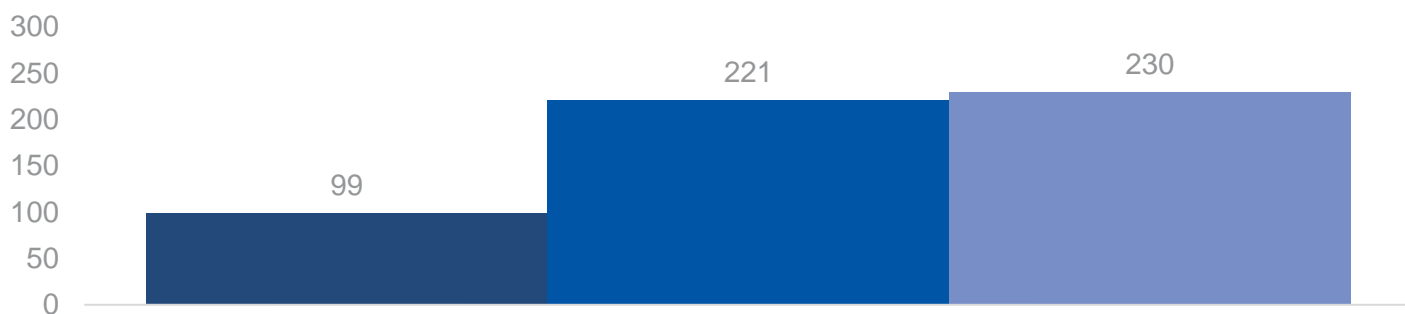


**JANUARY 2025  
HOUSING/HOMELESSNESS  
SERVICES REPORT**

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 neighbors contacted 211?

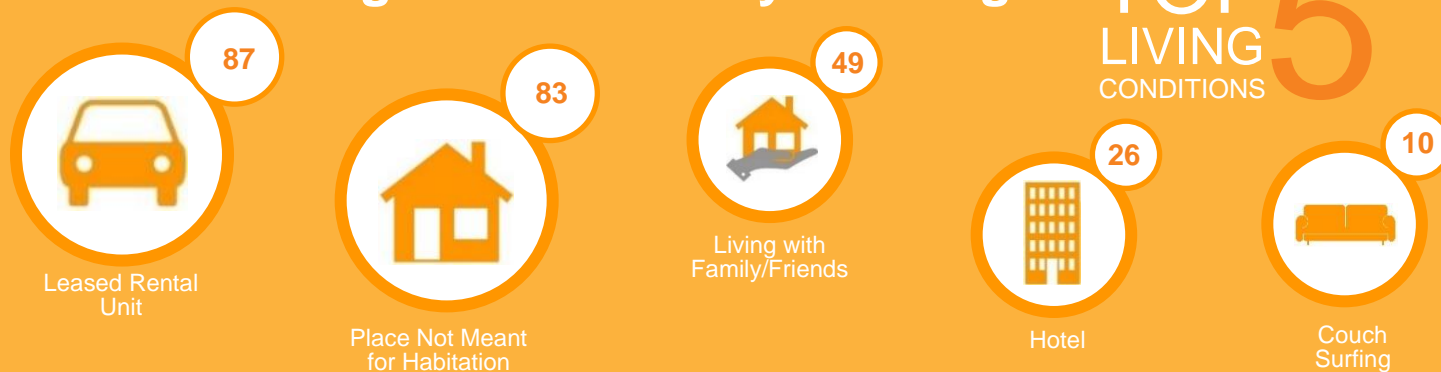
Contact Volume



- Total Contacts Referred to Coordinated Entry for Housing Services
- Total Contacts seeking Homelessness Prevention Services
- Total Other Housing Related Contacts

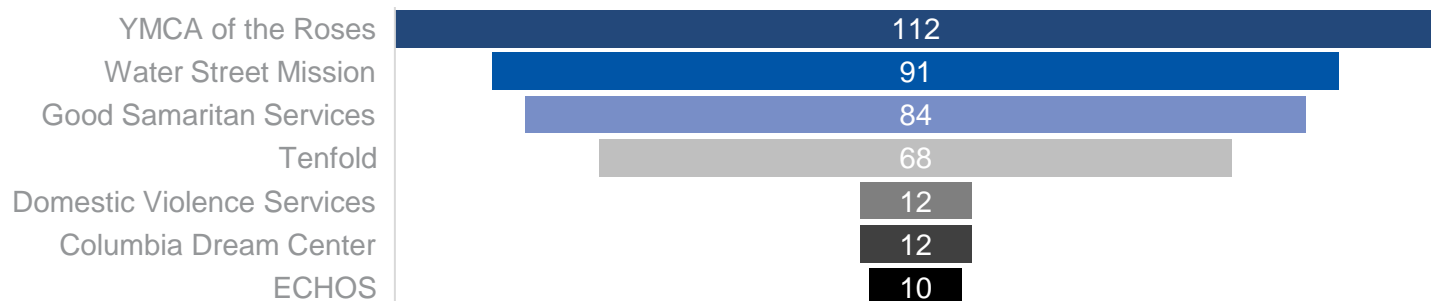
\*Note: Total Other Housing Related Contacts includes, but not limited to: Inquiries for low income/subsidized housing, winter shelter information, domestic violence shelter information, and Coordinated Entry call-backs, etc.

## Where are neighbors currently residing?



## TOP 5 LIVING CONDITIONS

## What emergency shelter referrals do neighbors 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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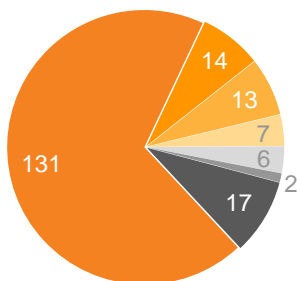


## JANUARY 2025 HOUSING/HOMELESSNESS SERVICES REPORT

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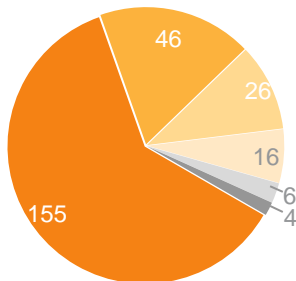
### What housing-related needs\* do 211 neighbors have?

Housing Programs/Rentals



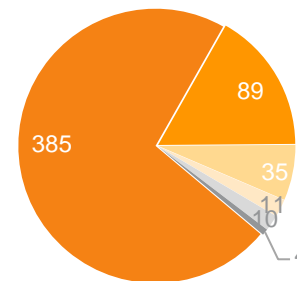
- Low Income/Subsidized Private Rental Housing
- HUD/Public Housing/Section 8
- Home Rental Listings
- Housing Search Assistance
- Single Room Occupancy Housing
- Older Adult/Disability Related Supportive Housing and I&R
- Other: Moving Services, Home Rehabilitation Loans, Homebuyer Loans/Purchase Counseling,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

Homelessness Prevention



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

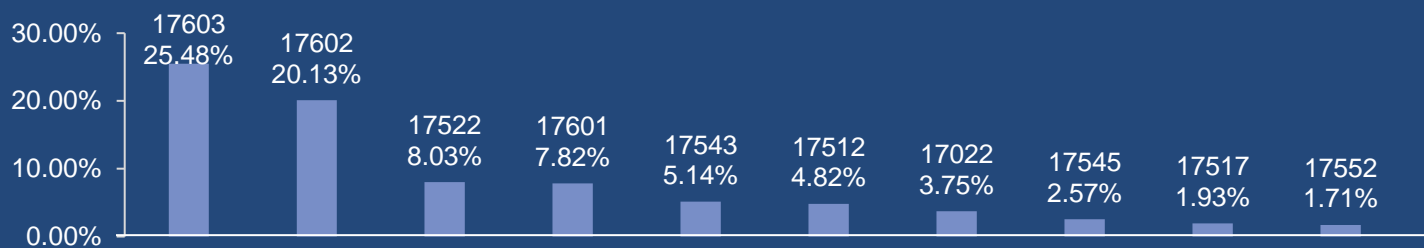
Shelter/Homelessness Related



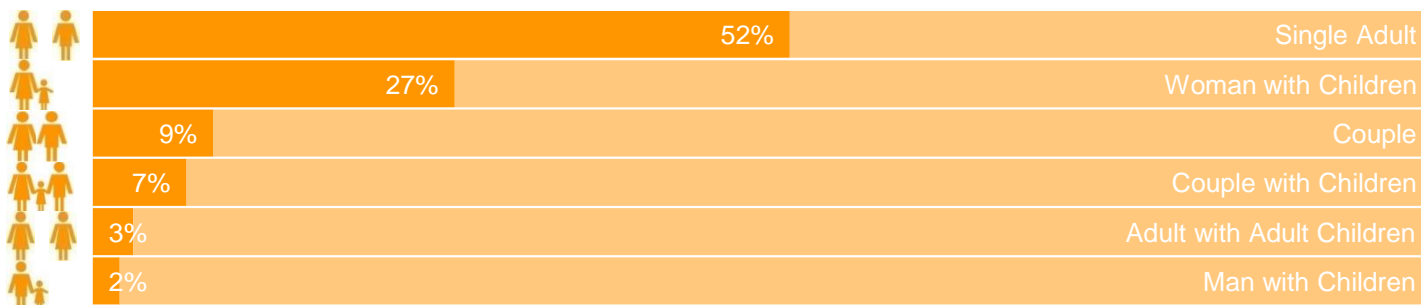
- Shelter/Transitional Housing
- Extreme Weather Shelters
- Homeless Drop In Centers
- Domestic Violence Shelters
- Homeless Motel Vouchers
- Crisis Nurseries/Child Care

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

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



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



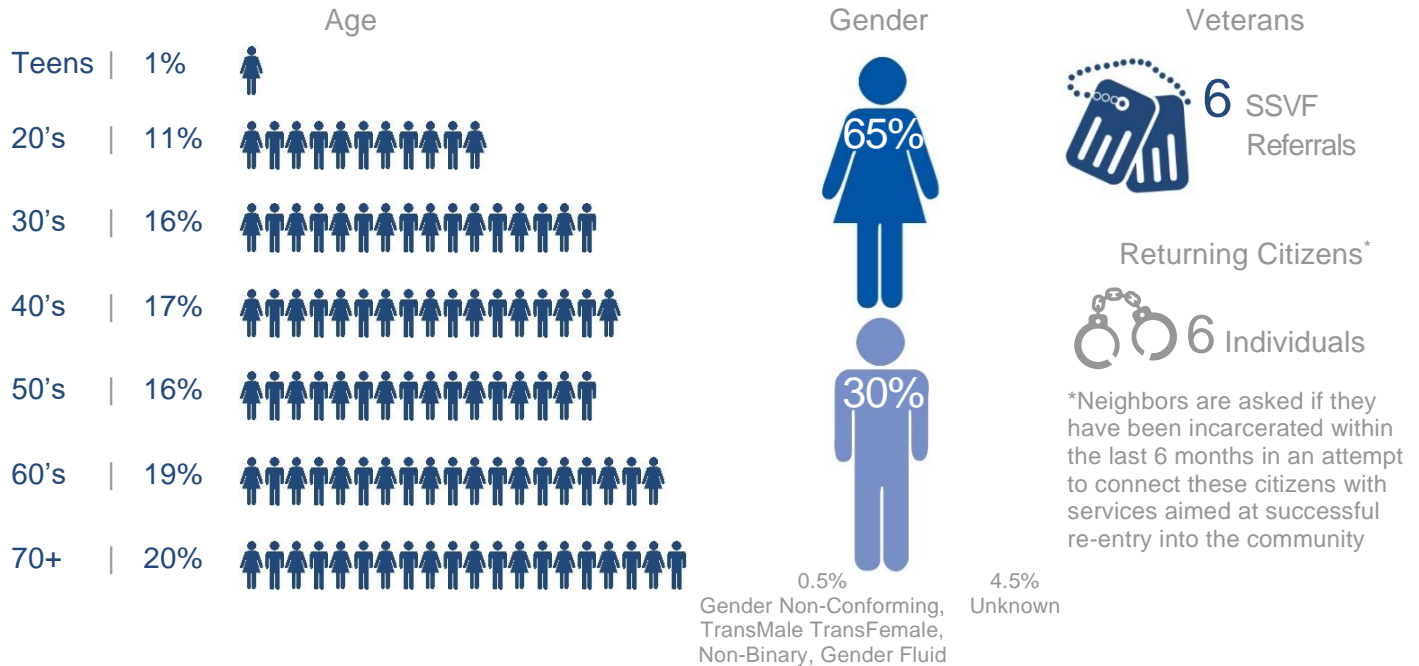
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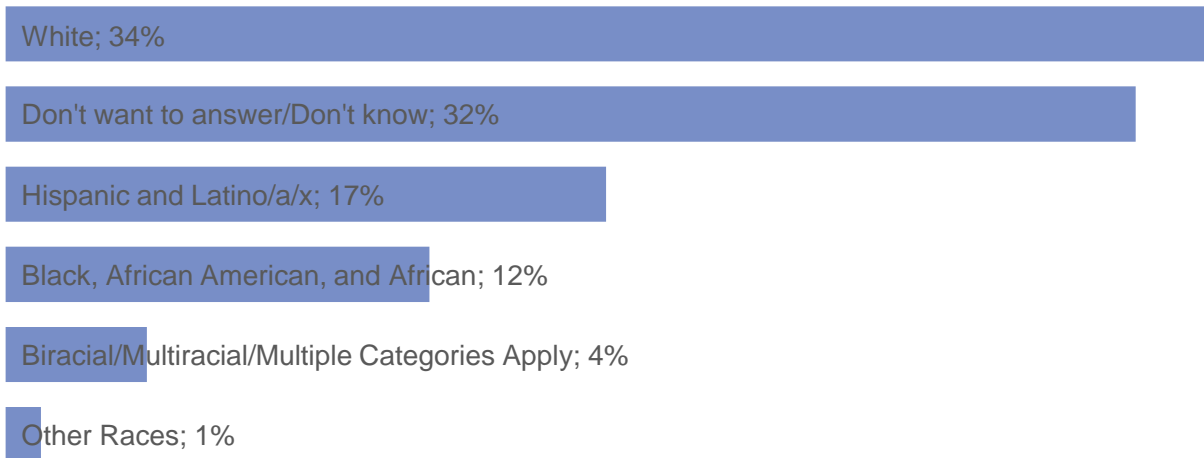
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### Who is contacting 211?



### Race/Ethnicity



### What is 211's telephone performance?

- Number of calls hitting the queue: 713
- Number of calls answered: 450
- Number of calls abandoned: 263
- Average speed of answer/wait time: 18 minutes
- Peak average speed of answer/wait time: 25 minutes
- Average handle time: 29 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 inquiries?

Chat  
10

Email  
4

In-Person  
0

Text  
26

## 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 neighbor is deemed ineligible (often due to the neighbor 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 .....	78
Homeless Motel Vouchers/Motel Bill Payment.....	16
Rent Payment Assistance.....	15
Rental Deposit Assistance.....	5
Eviction Prevention Assistance.....	4

## Coordinated Entry Intake Specialist Focus

### Housing Related Comments:

- "Thank you for being there."
- "You were very friendly and welcoming, and I appreciated your customer service."
- "You gave me all the information I needed, thank you for caring!"

### Current Staff Trained in Prescreenings

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