

PA 211 EAST

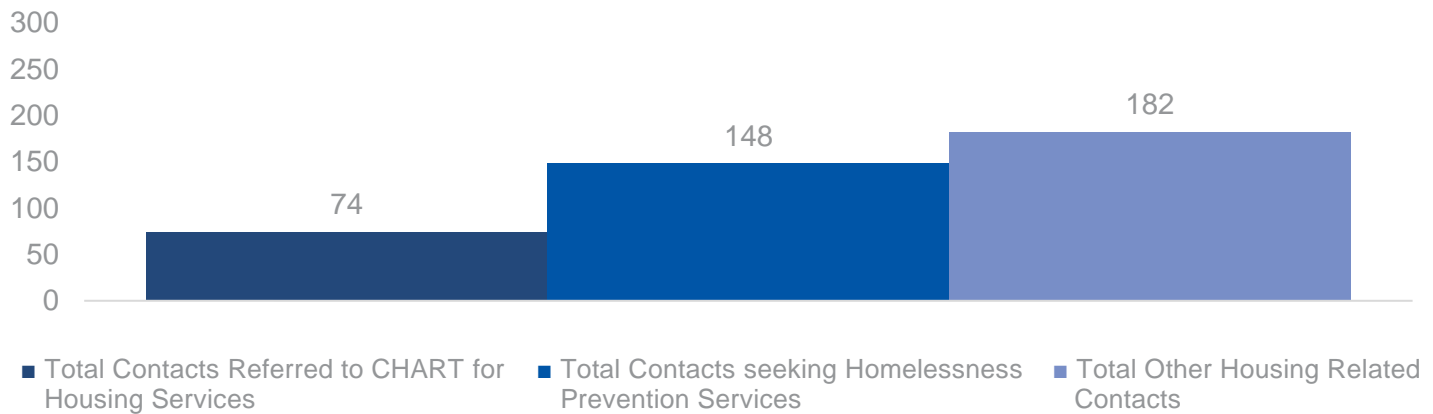


NOVEMBER 2024
HOUSING/HOMELESSNESS
SERVICES REPORT

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 neighbors contacted 211?

Contact Volume



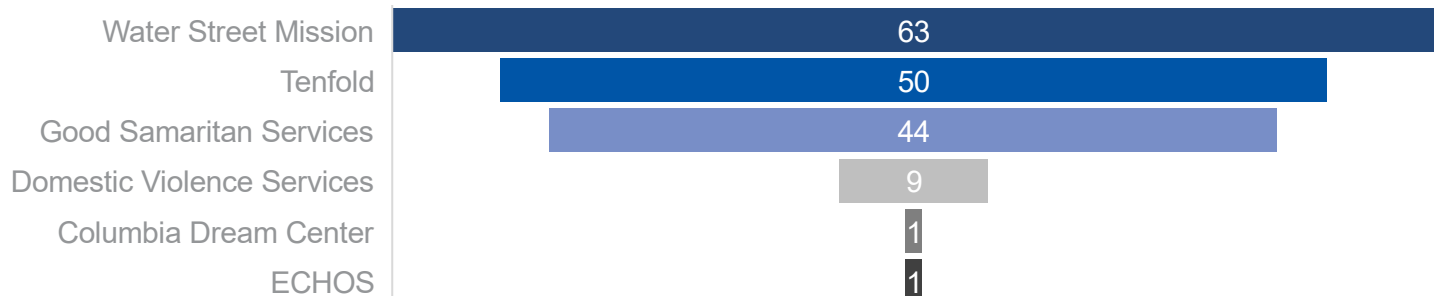
*Note: Total Other Housing Related Contacts includes, but not limited to: Inquiries for low income/subsidized housing, winter shelter information, domestic violence shelter information, and Coordinated Entry call-backs, etc.

Where are 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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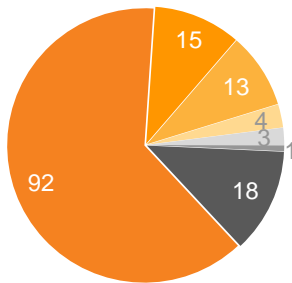


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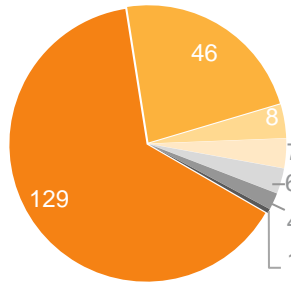
What housing-related needs* do 211 neighbors have?

Housing Programs/Rentals



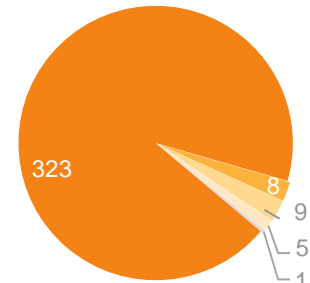
- Low Income/Subsidized Private Rental Housing
- Home Rental Listings
- HUD/Public Housing/Section 8
- Single Room Occupancy Housing
- Housing Search Assistance
- Older Adult/Disability Related Supportive Housing and I&R
- Other: Moving Services, Home Rehabilitation Loans, Homebuyer Loans/Purchase Counseling,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

Homelessness Prevention



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

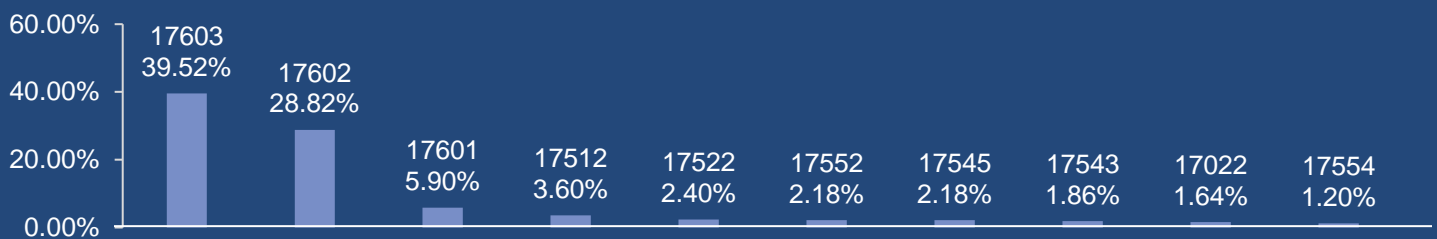
Shelter/Homelessness Related



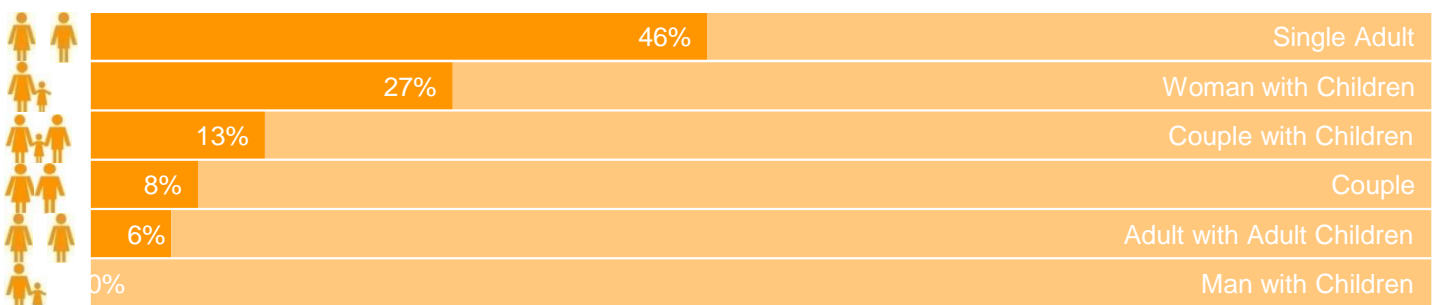
- Shelter/Transitional Housing
- Domestic Violence Shelters
- Homeless Drop In Centers
- Homeless Motel Vouchers
- Crisis Nurseries/Child Care

*Some 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?



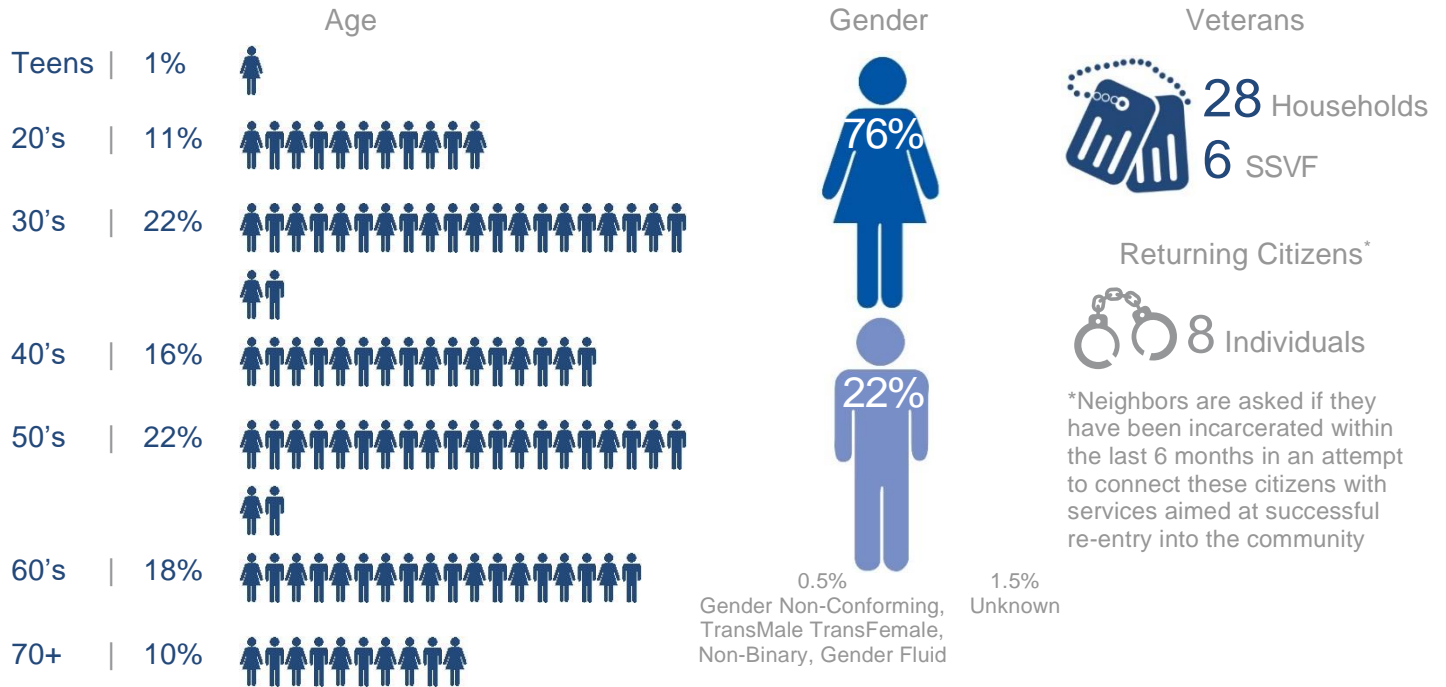
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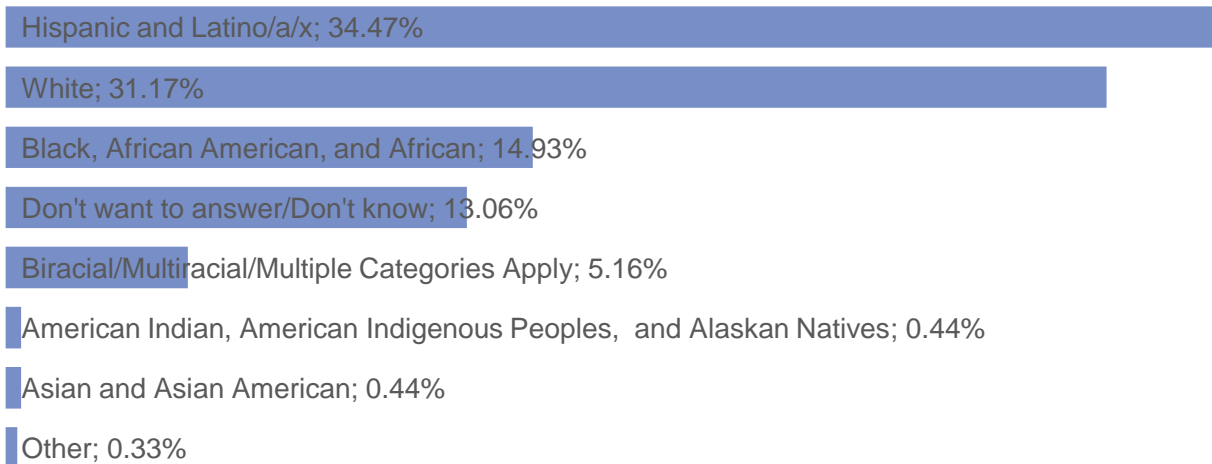
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Who is contacting 211?



Race/Ethnicity



What is 211's telephone performance?

- Number of calls hitting the queue: 560
- Number of calls answered: 323
- Number of calls abandoned: 234
- Average speed of answer/wait time: 25 minutes
- Peak average speed of answer/wait time: 39 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
1

Email
2

In-Person
0

Text
22

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	62
Rent Payment Assistance.....	13
Homeless Motel Vouchers/Motel Bill Payment.....	9
Rental Deposit Assistance	4
Moving Expense Assistance.....	3

Coordinated Entry Intake Specialist Focus

Housing Related Comments:

- "Thank you, thank you, thank you, you guys at PA 211 are the ones that got me here, and I am looking for a job and I am on the right path. I mean that from the bottom of my heart."
- "This has been so relieving to talk to you...thank you so much, you have given me hope."
- "Appreciate what you have done here for me already, thank you."
- "You have a beautiful, beautiful way about you, and you are great on the phone, you have been such a blessing."

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)*