

PA 211 EAST

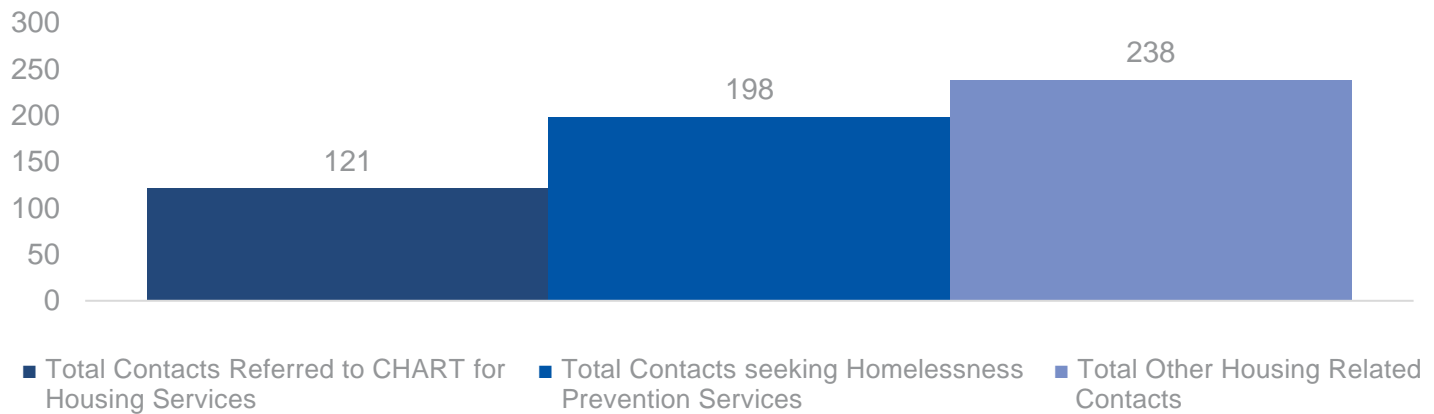


OCTOBER 2024
HOUSING/HOMELESSNESS
SERVICES REPORT

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?



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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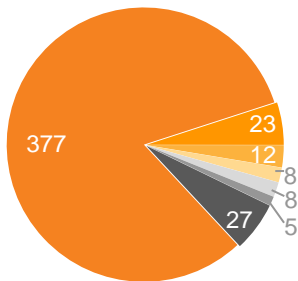


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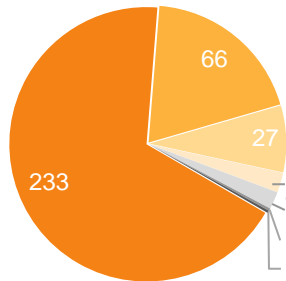
What housing-related needs* do 211 neighbors have?

Housing Programs/Rentals



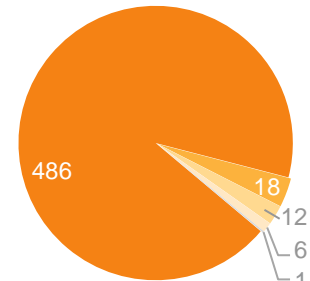
- Low Income/Subsidized Private Rental Housing
- HUD/Public Housing/Section 8
- Housing Search Assistance
- Home Rental Listings
- Older Adult/Disability Related Supportive Housing and I&R
- Single Room Occupancy Housing
- Other: Moving Services, Home Rehabilitation Loans, Homebuyer Loans/Purchase Counseling,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

Homelessness Prevention



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

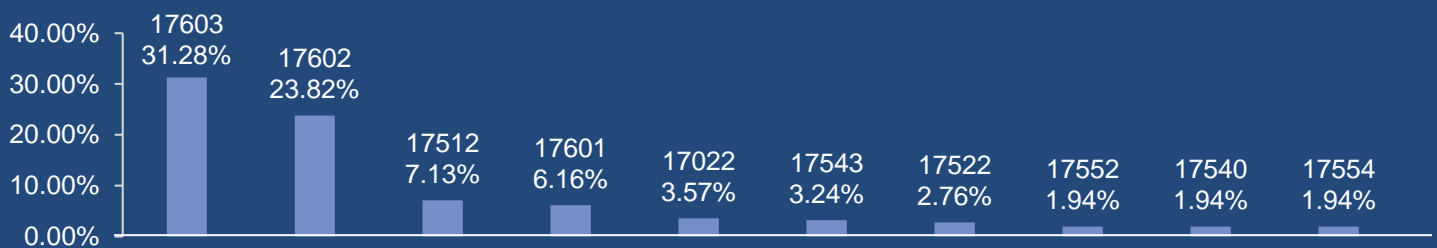
Shelter/Homelessness Related



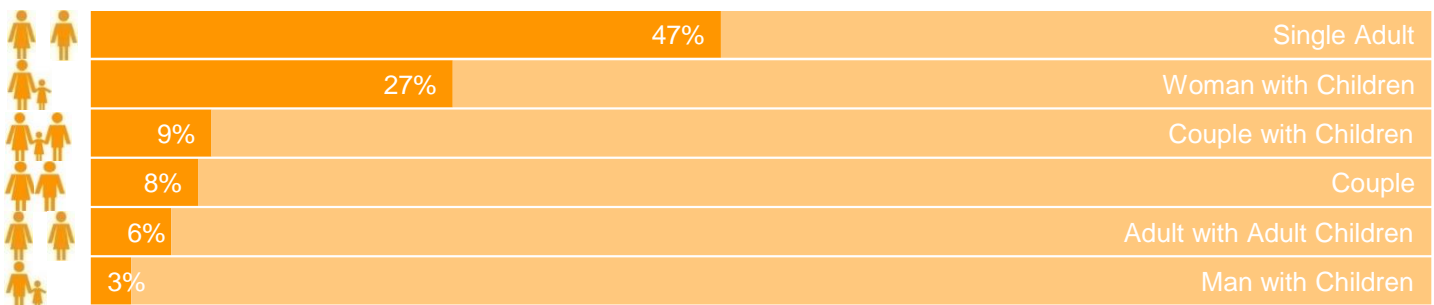
- Shelter/Transitional Housing
- Domestic Violence Shelters
- Homeless Motel Vouchers
- Homeless Drop In Centers
- Crisis Nurseries/Child Care

*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?



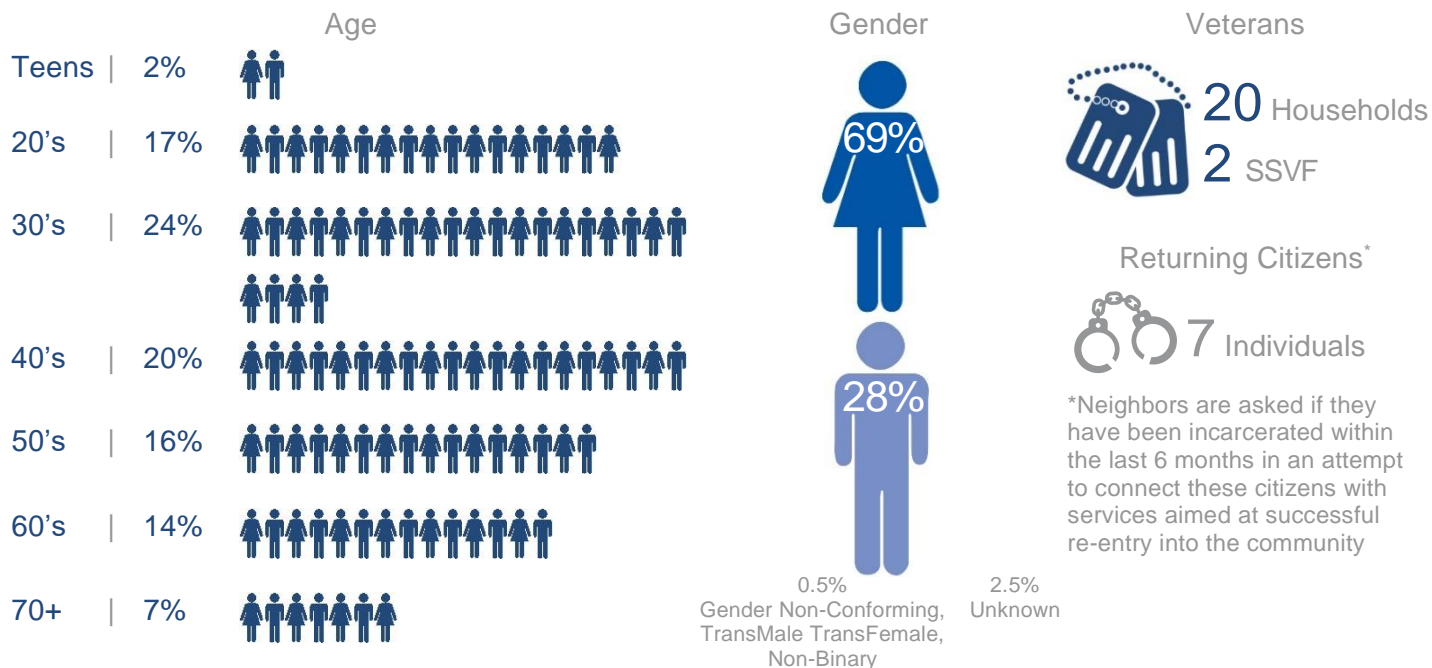
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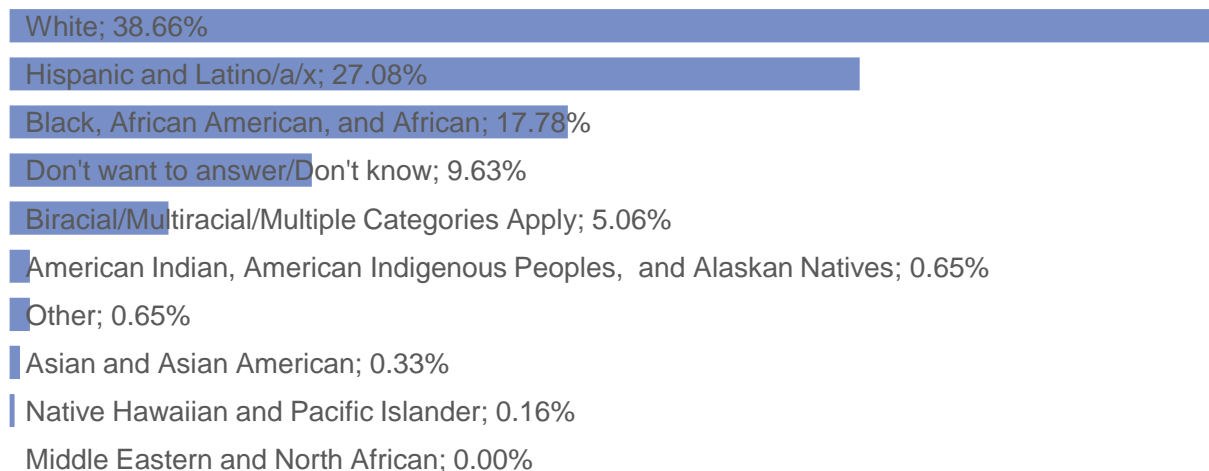
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Who is contacting 211?



Race/Ethnicity



What is 211's telephone performance?

- Number of calls hitting the queue: 753
- Number of calls answered: 466
- Number of calls abandoned: 287
- Average speed of answer/wait time: 27 minutes
- Peak average speed of answer/wait time: 39 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-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
12

Email
0

In-Person
0

Text
21

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	64
Homeless Motel Vouchers/Motel Bill Payment.....	13
Rent Payment Assistance.....	11
Rental Deposit Assistance.....	4
Section 8/Housing Choice Vouchers	2

Coordinated Entry Intake Specialist Focus

Housing Related Comments:

- "After speaking with you, I feel calmer, thank you."
- "Thank you so much for being nice to me and listening to me talk."
- "You have given me encouragement. You have been fantastic."
- "You have been very patient, I like that it's a blessing. You have very good information and a good service for people, that is really good."

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)