



211 is a great resource, you guys are fantastic.
- Lancaster County Resident



CONTACT VOLUME

892
NEIGHBORS



954
PHONE INTERACTIONS

121
EMAILS/TEXTS/CHATS

32
WALK-INS

12,763*
WEBSITE EVENTS

*Website statistics may be slightly inaccurate due to changes in analytical reporting

ALL REPORTED NEEDS

*Some neighbors have multiple needs including within the same major category. Captured are the total needs requested.

Housing	453	Employment	40
Income Support/Assistance.....	412	Transportation	33
Individual, Family and Community Support.....	124	Information Services	28
Food/Meals	75	Mental Health/Substance Use Disorders	24
Legal, Consumer and Public Safety Services	64	Other Government/Economic Services	8
Utility Assistance	57	Volunteers/Donations	7
Health Care	56	Education	5
Disaster Services	56	Arts, Culture and Recreation	2
Clothing/Personal/Household Needs	51		

TOP UNMET NEEDS

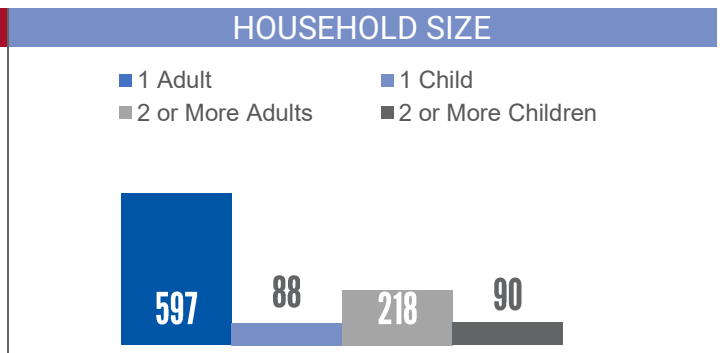
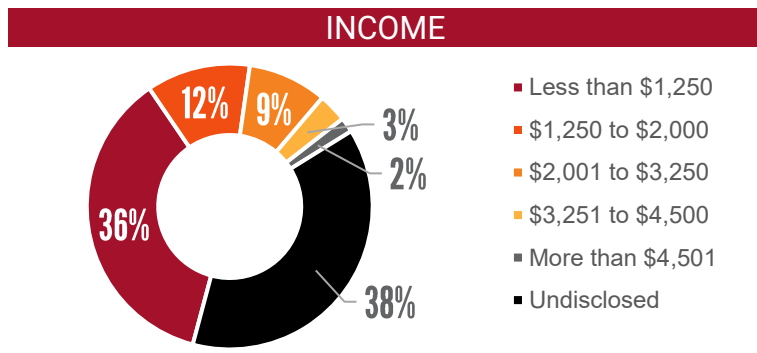
*Please note some needs that are aligned are grouped together.

There are times when a specialist is unable to refer for a 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. When a need is recorded as "unmet", Resource Navigators explore other services that may be of assistance.

Rent Payment Assistance	20
Coordinated Entry & Emergency Shelter Clearinghouses.....	17
Community Shelters & Transitional Housing.....	14
Homeless Motel Vouchers & Motel Bill Payment	13
Automobile Payment Assistance & Automotive Repair	8

DEMOGRAPHICS

GENDER	AGE	ZIP CODES (TOP 12)		
	Teens.....7 50's 115 20's.....98 60's 121 30's.....105 70's* 153 40's.....115 Undisclosed 178	17603204	17543..... 55	17554..... 17
		17602193	17512..... 44	17552..... 17
		1760165	17545..... 25	17517..... 15
		1752257	17022..... 24	17584..... 14





TOP AGENCY REFERRALS

1.	United Way of Lancaster County (VITA)	339
2.	Pennsylvania 211 East (Coordinated Entry & 211 Resource Navigation at SACA)	181
3.	Pennsylvania Department of Human Services	180
4.	HDC MidAtlantic	153
5.	Salvation Army - Lancaster	136
6.	Pennsylvania Housing Finance Agency	123
7.	Community Basics, INC	112
8.	YMCA of the Roses - Lancaster City Center Branch	78
9.	Water Street Mission	75
10.	Lancaster County Food Hub	67
11.	Tenfold	65
12.	Good Samaritan Services	62
13.	Anchor Lancaster	51
14.	Lancaster County Office of Aging	44
15.	Community Action Partnership of Lancaster County	43
16.	Spanish American Civic Association	43
17.	Factory Ministries	40
18.	Lancaster County Housing and Redevelopment Authorities	38
19.	GN Management, LLC	35
20.	PA CareerLink	32
21.	PPL Electric Utilities Corp	27
22.	Love INC of Lancaster County	26
23.	Columbia Dream Center	25
24.	Union Community Care	21
25.	Ebenezer Baptist Church - Lancaster	21

KEY PERFORMANCE INDICATORS*

→Number of calls Routed to the **I&R & Utilities** Queues: 978
 →Number of calls Answered: 710 | Abandoned: 268
 →Average speed of answer: 6 minutes | Peak: 8 minutes
 →Average handle time: 15 minutes

→Number of calls Routed to the **Housing** Queue: 242
 →Number of calls Answered: 174 | Abandoned: 68
 →Average speed of answer: 15 minutes | Peak: 34 minutes
 →Average handle time: 47 minutes

**Note: This reflects calls received on the Lancaster queues specifically, however calls may be answered on other lines and after-hours that is not reflected above.*

Please Note: PA 211 East generates a detailed Lancaster County Housing Report monthly. Please visit PA211East.org to view this separate report.