



Thank you for your words of encouragement and help,  
I feel like I am in good hands. - Lancaster County Resident



## CONTACT VOLUME

**878**  
NEIGHBORS



**880**  
PHONE INTERACTIONS

**178**  
EMAILS/TEXTS/CHATS

**31**  
WALK-INS

**16,103\***  
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	474	Health Care	42
Income Support/Assistance	327	Transportation	34
Individual, Family and Community Support	130	Mental Health/Substance Use Disorders	27
Utility Assistance	82	Information Services	26
Food/Meals	78	Employment	23
Disaster Services	70	Other Government/Economic Services	10
Legal, Consumer and Public Safety Services	60	Volunteers/Donations	2
Clothing/Personal/Household Needs	47	Education	1

## TOP UNMET NEEDS

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

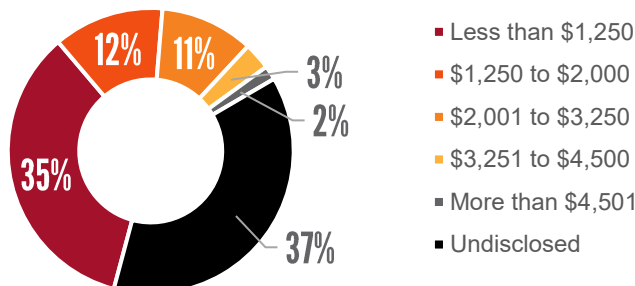
There are times when a specialist is unable to refer for a specific need. This may occur when the agencies that provide a certain type of assistance are out of funds or when a client is deemed ineligible. When a need is recorded as “unmet”, Resource Navigators explore other services that may be of assistance.

Community Shelters & Transitional Housing	20
Rent Payment Assistance	20
Coordinated Entry & Emergency Shelter Clearinghouses	19
Homeless Motel Vouchers & Motel Bill Payment	12
Automobile Payment Assistance & Automotive Repair	10

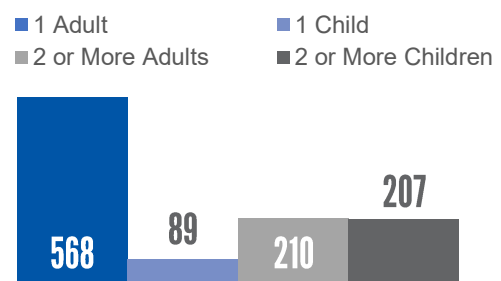
## DEMOGRAPHICS

GENDER	AGE	ZIP CODES (TOP 12)		
<p>58% 26% Undisclosed, Transgender, Non-Binary 16%</p>	<p>Teens.....9    50's ..... 114</p> <p>20's.....90    60's ..... 111</p> <p>30's.....151    70's+ ..... 151</p> <p>40's.....115    Undisclosed ..... 137</p>	17603 .....206	17543..... 49	17545..... 21
		17602 .....179	17512..... 44	17540..... 14
		17522 .....66	17022..... 28	17566..... 13
		17601 .....60	17552..... 24	17554..... 13

### INCOME



### HOUSEHOLD SIZE





## TOP AGENCY REFERRALS

1. United Way of Lancaster County (VITA).....	271
2. Pennsylvania Department of Human Services .....	258
3. Pennsylvania 211 East (Coordinated Entry & 211 Resource Navigation at SACA).....	178
4. Salvation Army - Lancaster.....	158
5. Pennsylvania Housing Finance Agency .....	104
6. Tenfold .....	85
7. YMCA of the Roses - Lancaster City Center Branch.....	79
8. HDC MidAtlantic .....	76
9. Good Samaritan Services.....	73
10. Water Street Mission .....	68
11. Lancaster County Food Hub.....	63
12. Community Basics, INC.....	60
13. Anchor Lancaster .....	56
14. Community Action Partnership of Lancaster County .....	55
15. Factory Ministries .....	43
16. Lancaster County Housing and Redevelopment Authorities .....	35
17. Columbia Dream Center.....	32
18. Lancaster County Office of Aging.....	29
19. Love INC of Lancaster County.....	26
20. Spanish American Civic Association .....	24
21. Welfare Information Helpline .....	24
22. PPL Electric Utilities Corp.....	21
23. BASE, Inc.....	20
24. Elizabethtown Community Housing and Outreach Services.....	19
25. GN Management, LLC.....	18

## KEY PERFORMANCE INDICATORS\*

→Number of calls Routed to the **I&R & Utilities** Queues: 1,023  
 →Number of calls Answered: 702 | Abandoned: 321  
 →Average speed of answer: 5 minutes | Peak: 8 minutes  
 →Average handle time: 15 minutes

→Number of calls Routed to the **Housing** Queue: 259  
 →Number of calls Answered: 185 | Abandoned: 74  
 →Average speed of answer: 18 minutes | Peak: 39 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](http://PA211East.org) to view this separate report.