



Thank you for picking up and guiding us in a way...I appreciate it, you calmed me down. - Lancaster County Resident



## CONTACT VOLUME

813  
NEIGHBORS



878  
PHONE INTERACTIONS

80  
EMAILS/TEXTS/CHATS

39  
WALK-INS

7,799\*  
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.

Income Support/Assistance.....	215	Transportation.....	30
Housing.....	210	Information Services.....	28
Individual, Family and Community Support.....	136	Mental Health/Substance Use Disorders.....	24
Food/Meals.....	92	Volunteers/Donations.....	20
Utility Assistance.....	89	Other Government/Economic Services.....	14
Legal, Consumer and Public Safety Services.....	72	Disaster Services.....	5
Health Care.....	57	Education.....	3
Clothing/Personal/Household Needs.....	49	Arts, Culture and Recreation.....	2
Employment.....	44		

## TOP UNMET NEEDS

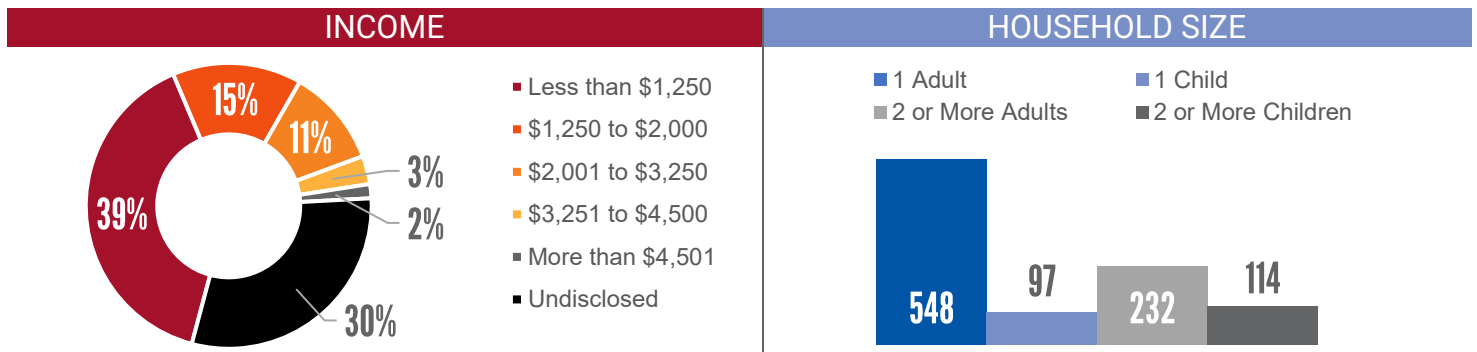
\*Please note some needs that are aligned are grouped together.

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.....	22
Coordinated Entry & Emergency Shelter Clearinghouses.....	21
Homeless Motel Vouchers & Motel Bill Payment.....	21
Community Shelters & Transitional Housing.....	20
Automobile Payment Assistance & Automotive Repair.....	9

## DEMOGRAPHICS

GENDER		AGE		ZIP CODES (TOP 12)					
	60%	Teens.....	10	17603.....	238	17543.....	40	17545.....	19
	28%	20's.....	112	17602.....	196	17522.....	27	17557.....	15
Undisclosed, Transgender, Other	12%	30's.....	127	17512.....	54	17022.....	26	17517.....	11
		40's.....	123	17601.....	50	17552.....	19	17501.....	8
		50's.....	115						
		60's.....	116						
		70's+.....	90						
		Undisclosed.....	120						





## TOP AGENCY REFERRALS

1.	Pennsylvania Department of Human Services .....	210
2.	Pennsylvania 211 East (Coordinated Entry & 211 Resource Navigation at SACA).....	189
3.	United Way of Lancaster County (VITA).....	171
4.	Salvation Army - Lancaster .....	147
5.	HDC MidAtlantic.....	136
6.	Pennsylvania Housing Finance Agency .....	131
7.	Water Street Mission .....	98
8.	Community Basics, INC.....	94
9.	YMCA of the Roses - Lancaster City Center Branch.....	83
10.	Good Samaritan Services.....	80
11.	Lancaster County Food Hub.....	76
12.	Anchor Lancaster .....	53
13.	Pennsylvania Public Utility Commission .....	50
14.	Lancaster County Office of Aging.....	50
15.	Community Action Partnership of Lancaster County .....	47
16.	GN Management, LLC.....	44
17.	Factory Ministries .....	40
18.	PA CareerLink .....	38
19.	PPL Electric Utilities Corp.....	36
20.	Spanish American Civic Association .....	32
21.	Lancaster County Housing and Redevelopment Authorities .....	28
22.	MidPenn Legal Services.....	25
23.	Love INC of Lancaster County .....	25
24.	Union Community Care .....	22
25.	PPL Electric Utilities .....	21

## KEY PERFORMANCE INDICATORS\*

→Number of calls Routed to the **I&R & Utilities** Queues: 698  
 →Number of calls Answered: 577 | Abandoned: 121  
 →Average speed of answer: 3 minutes | Peak: 5 minutes  
 →Average handle time: 18 minutes

→Number of calls Routed to the **Housing** Queue: 256  
 →Number of calls Answered: 191 | Abandoned: 61  
 →Average speed of answer: 16 minutes | Peak: 28 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.