



You're the best, you guys are good at what you do!  
- Lancaster County Resident



## CONTACT VOLUME

703  
NEIGHBORS



750  
PHONE INTERACTIONS

79  
EMAILS/TEXTS/CHATS

40  
WALK-INS

6,263\*  
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	843	Health Care	40
Utility Assistance	205	Information Services	27
Individual, Family and Community Support	144	Mental Health/Substance Use Disorders	24
Income Support/Assistance	142	Volunteers/Donations	15
Food/Meals	103	Other Government/Economic Services	11
Legal, Consumer and Public Safety Services	80	Arts, Culture and Recreation	4
Clothing/Personal/Household Needs	78	Education	1
Transportation	64	Disaster Services	1
Employment	42		

## TOP UNMET NEEDS

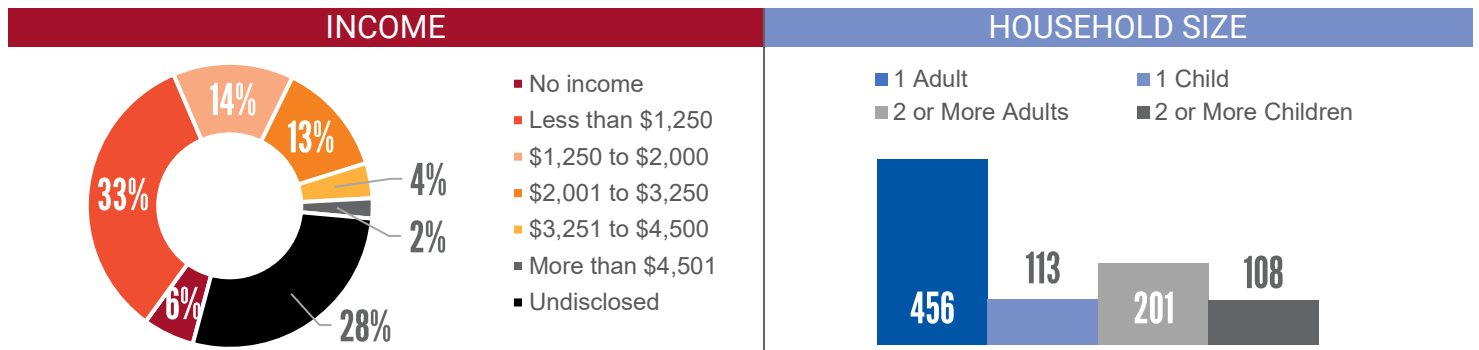
\*Please note some needs that are aligned are grouped together.

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.

Homeless Motel Vouchers & Motel Bill Payment	21
Community Shelters & Transitional Housing	19
Coordinated Entry & Emergency Shelter Clearinghouses	18
Rent Payment Assistance	11
Automobile Payment Assistance & Automotive Repair	10

## DEMOGRAPHICS

GENDER		AGE		ZIP CODES (TOP 12)							
	61%	Teens	8	50's	114	17603	195	17522	22	17554	13
	29%	20's	105	60's	88	17602	194	17543	22	17517	12
	10%	30's	147	70's*	57	17601	52	17022	16	17545	11
Undisclosed, Transgender, Non-Binary	10%	40's	113	Undisclosed	71	17512	40	17547	13	17552	11





## TOP AGENCY REFERRALS

1. Pennsylvania 211 East ( <i>Coordinated Entry &amp; 211 Resource Navigation at SACA</i> ).....	198
2. Pennsylvania Department of Human Services .....	196
3. Salvation Army - Lancaster .....	158
4. Pennsylvania Housing Finance Agency .....	140
5. Community Basics, INC.....	104
6. Good Samaritan Services.....	99
7. HDC MidAtlantic .....	94
8. Water Street Mission .....	84
9. YMCA of the Roses.....	79
10. Anchor Lancaster .....	72
11. Lancaster County Food Hub.....	72
12. United Way of Lancaster County ( <i>VITA</i> ).....	66
13. Regional Housing Legal Services.....	59
14. Pennsylvania Public Utility Commission.....	57
15. Factory Ministries .....	56
16. GN Management, LLC.....	53
17. Community Action Partnership of Lancaster County .....	49
18. Spanish American Civic Association .....	38
19. Lancaster County Office of Aging.....	37
20. PA CareerLink .....	36
21. Lancaster County Housing and Redevelopment Authorities .....	32
22. Columbia Dream Center.....	29
23. Moravian Center of Lancaster .....	28
24. Love INC of Lancaster County .....	23
25. MidPenn Legal Services.....	2

## KEY PERFORMANCE INDICATORS\*

→Number of calls Routed to the **I&R & Utilities** Queues: 587  
 →Number of calls Answered: 465 | Abandoned: 122  
 →Average speed of answer: 3 minutes | Peak: 6 minutes  
 →Average handle time: 21 minutes

→Number of calls Routed to the **Housing** Queue: 263  
 →Number of calls Answered: 197 | Abandoned: 66  
 →Average speed of answer: 18 minutes | Peak: 42 minutes  
 →Average handle time: 49 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.