



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	746	Employment	41
Income Support/Assistance	427	Transportation	40
Individual, Family and Community Support	145	Mental Health/Substance Use Disorders	29
Food/Meals	87	Information Services	28
Utility Assistance	87	Education	9
Legal, Consumer and Public Safety Services	77	Other Government/Economic Services	8
Health Care	67	Volunteers/Donations	8
Clothing/Personal/Household Needs	65	Arts, Culture and Recreation	2
Disaster Services	60		

TOP UNMET NEEDS

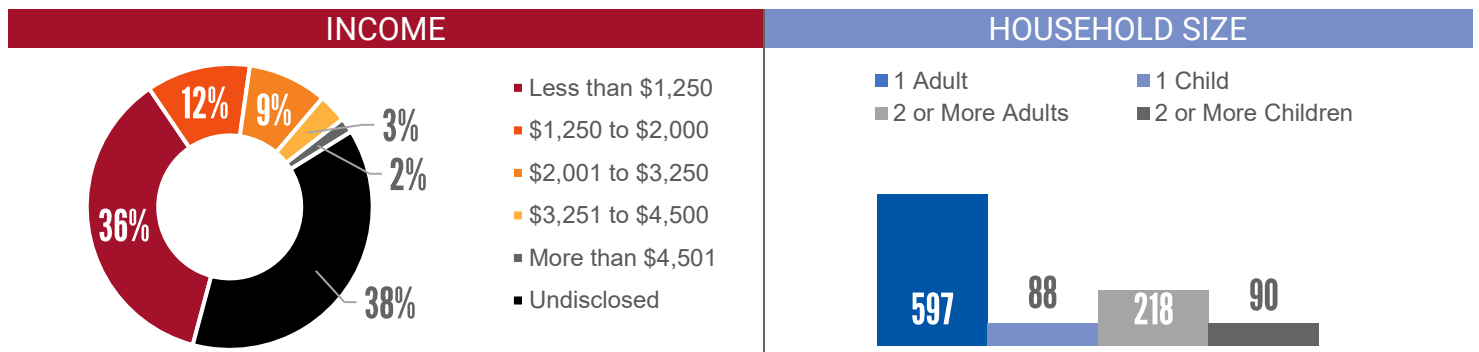
*Please note some needs that are aligned are grouped together.

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)					
	61%	Teens	7	17603	204	17543	55	17554	17
	25%	20's	98	17602	193	17512	44	17552	17
	14%	30's	105	17601	65	17545	25	17517	15
Undisclosed, Transgender, Non-Binary		40's	115	17522	57	17022	24	17584	14
		50's	115						
		60's	121						
		70's+	153						
		Undisclosed	178						





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.