



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	769	Health Care	49
Income Support/Assistance	338	Transportation	40
Individual, Family and Community Support	149	Mental Health/Substance Use Disorders	31
Utility Assistance	136	Information Services	26
Food/Meals	93	Employment	24
Disaster Services	71	Other Government/Economic Services	10
Legal, Consumer and Public Safety Services	65	Volunteers/Donations	2
Clothing/Personal/Household Needs	54	Education	1

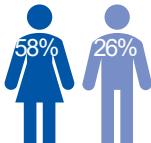
TOP UNMET NEEDS

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

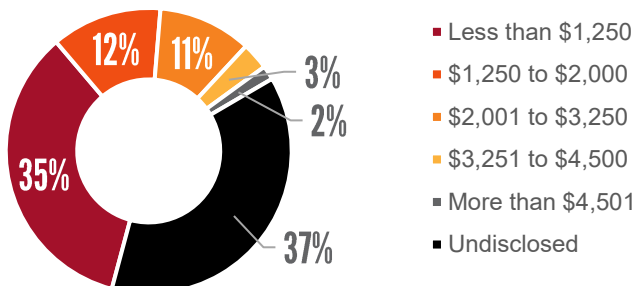
There are times when a specialist is unable to refer for a specific need. This may occur when the agencies that provide a certain type of assistance are out of funds or when a client is deemed ineligible. When a need is recorded as “unmet”, Resource Navigators explore other services that may be of assistance.

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

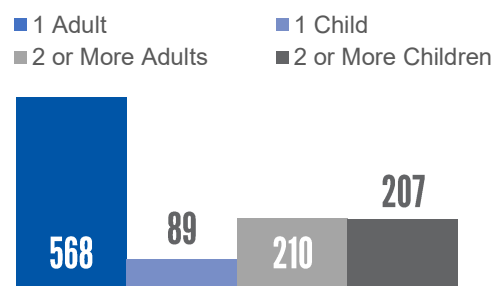
DEMOGRAPHICS

GENDER	AGE	ZIP CODES (TOP 12)		
 <p>58% 26% Undisclosed, Transgender, Non-Binary 16%</p>	<p>Teens.....9 50's 114 20's.....90 60's 111 30's.....151 70's+ 151 40's.....115 Undisclosed 137</p>	17603206	17543..... 49	17545..... 21
		17602179	17512..... 44	17540..... 14
		1752266	17022..... 28	17566..... 13
		1760160	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 to view this separate report.