



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.

Housing	812	Transportation	44
Income Support/Assistance	242	Mental Health/Substance Use Disorders	37
Utility Assistance	165	Information Services	28
Individual, Family and Community Support	150	Volunteers/Donations	21
Food/Meals	124	Other Government/Economic Services	15
Legal, Consumer and Public Safety Services	82	Disaster Services	5
Health Care	75	Education	3
Clothing/Personal/Household Needs	61	Arts, Culture and Recreation	2
Employment	49		

## TOP UNMET NEEDS

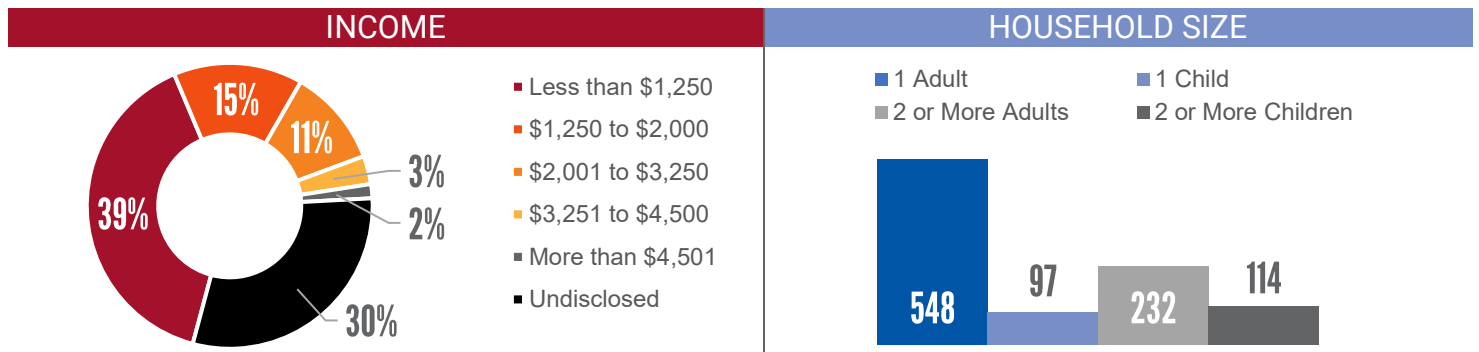
\*Please note some needs that are aligned are grouped together.

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





## 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.