

LANCASTER COUNTY MONTHLY REPORT

AUGUST 2026

“

Now I've got some direction.
- Lancaster County Resident

”

CONTACT VOLUME

851
NEIGHBORS



835
PHONE INTERACTIONS

140
EMAILS/TEXTS/CHATS

126
WALK-INS

5,036*
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.....	1,049
Utilities.....	224
Food/Meals.....	141
Individual, Family, and Community Support.....	131
Legal, Consumer, and Public Safety.....	100
Information Services.....	80
Clothing/Personal/Household Needs.....	75
Income Support/Assistance.....	62
Transportation.....	61

Employment.....	53
Health Care.....	47
Mental Health/Substance Use Disorders.....	40
Volunteers/Donations.....	15
Disaster Services.....	12
Education.....	12
Arts, Culture, and Recreation.....	3
Other Government/Economic Services.....	3

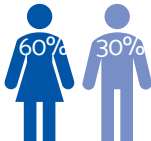
TOP UNMET NEEDS

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

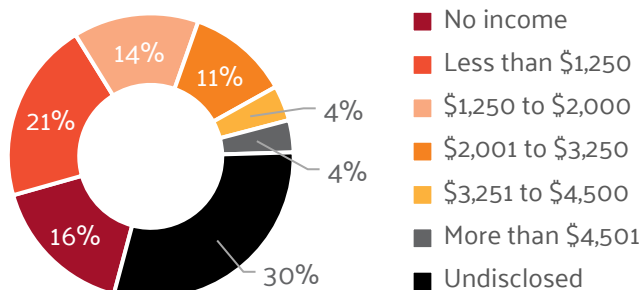
There are times when a specialist is unable to refer for a specific need. This may occur when the agencies that provide a certain type of assistance are out of funds or when a client is deemed ineligible. When a need is recorded as “unmet”, Resource Navigators explore other services that may be of assistance.

Homeless Motel Vouchers & Motel Bill Payment.....	33
Coordinated Entry & Emergency Shelter Clearinghouses.....	23
Community Shelters & Transitional Housing.....	18
Rent Payment Assistance.....	18
Automotive Repair and Maintenance.....	14

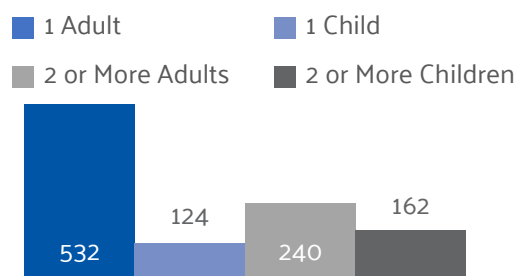
DEMOGRAPHICS

GENDER	AGE	ZIP CODES (TOP 12)
 Undisclosed, Transgender, Non-Binary 10%	Teens.....11 50's.....118 20's.....140 60's.....101 30's.....172 70's+.....41 40's.....146 Undisclosed.....118	17603.....322 17522.....43 17545.....17 17602.....287 17022.....26 17552.....16 17512.....82 17543.....25 17554.....16 17601.....73 17557.....17 17572.....13

INCOME



HOUSEHOLD SIZE



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TOP AGENCY REFERRALS

1.	Pennsylvania 211 East (<i>Coordinated Entry & Mobile Navigation</i>).....	272
2.	Pennsylvania Department of Human Services.....	261
3.	Salvation Army - Lancaster.....	220
4.	HDC MidAtlantic.....	157
5.	Community Basics, INC.....	141
6.	Pennsylvania Housing Finance Agency.....	136
7.	Good Samaritan Services.....	93
8.	Lancaster County Food Hub.....	80
9.	YMCA of the Roses.....	74
10.	Water Street Mission.....	72
11.	Pennsylvania Public Utility Commission.....	66
12.	Community Action Partnership of Lancaster County.....	66
13.	Factory Ministries.....	63
14.	Regional Housing Legal Services.....	59
15.	GN Management, LLC.....	59

MOBILE NAVIGATION: LANCASTER PUBLIC LIBRARY & COMMUNITY EVENTS

211 is at the Lancaster Public Library three days a week (Mondays, Wednesdays and Thursdays) from 9:00am-5:00pm connecting neighbors to services as well as providing in-person Coordinated Entry intake assessments.

NEIGHBORS SERVED	INTERACTIONS COMPLETED	NEEDS PRESENTED	REFERRALS PROVIDED	COORDINATED ENTRY INTAKES
92	97	77	221	9

MOBILE NAVIGATION: SACA

211 is available for walk-ins at two of SACA's locations Monday through Friday, 8:00am-5:00pm (though appointments are preferred). Services include in-person Coordinated Entry intake assessments, applying for benefits including SNAP and Social Security, translation assistance and more as part of this blended Resource Navigator/Case Manager role.

NEIGHBORS SERVED	INTERACTIONS COMPLETED	NEEDS PRESENTED	REFERRALS PROVIDED	COORDINATED ENTRY INTAKES
26	29	18	69	5

KEY PERFORMANCE INDICATORS*

- Number of calls Routed to the **I&R & Utilities** Queues: 603
- Number of calls Answered: 498 | Abandoned: 105
- Average speed of answer: 3 minutes | Peak: 7 minutes
- Average handle time: 20 minutes
- Number of calls Routed to the **Housing** Queue: 345
- Number of calls Answered: 246 | Abandoned: 99
- Average speed of answer: 25 minutes | Peak: 44 minutes
- Average handle time: 42 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.