

LANCASTER COUNTY MONTHLY REPORT

JULY 2026



Thank you for helping, you have been so polite and helpful.

- Lancaster County Resident



CONTACT VOLUME

858
NEIGHBORS



840
PHONE INTERACTIONS

154
EMAILS/TEXTS/CHATS

87
WALK-INS

5,139*
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.....	934
Utilities.....	216
Individual, Family, and Community Support.....	144
Food/Meals.....	130
Legal, Consumer, and Public Safety.....	115
Clothing/Personal/Household Needs.....	81
Health Care.....	67
Income Support/Assistance.....	52

Employment.....	48
Mental Health/Substance Use Disorders.....	47
Transportation.....	42
Information Services.....	31
Disaster Services.....	18
Education.....	14
Volunteers/Donations.....	14
Other Government/Economic Services.....	10

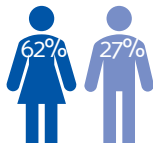
TOP UNMET NEEDS

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

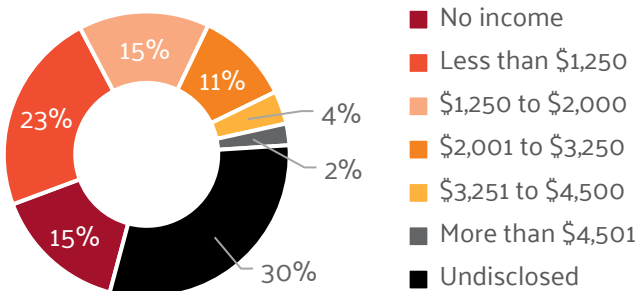
There are times when a specialist is unable to refer for a specific need. This may occur when the agencies that provide a certain type of assistance are out of funds or when a client is deemed ineligible. When a need is recorded as “unmet”, Resource Navigators explore other services that may be of assistance.

Homeless Motel Vouchers & Motel Bill Payment.....	29
Rent Payment Assistance.....	19
Community Shelters & Transitional Housing.....	15
Coordinated Entry & Emergency Shelter Clearinghouses.....	11
Automotive Repair and Maintenance.....	7

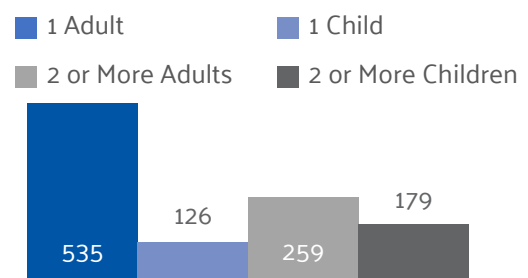
DEMOGRAPHICS

GENDER		AGE		ZIP CODES (TOP 12)							
	Undisclosed, Transgender, Non-Binary 11%	Teens.....	8	50's.....	135	17603.....	294	17522.....	45	17545.....	18
		20's.....	161	60's.....	92	17602.....	292	17543.....	34	17547.....	15
		30's.....	159	70's+.....	46	17601.....	78	17022.....	30	17551.....	15
		40's.....	148	Undisclosed.....	109	17512.....	68	17552.....	24	17554.....	14

INCOME



HOUSEHOLD SIZE



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TOP AGENCY REFERRALS

1.	Pennsylvania Department of Human Services.....	255
2.	HDC MidAtlantic.....	214
3.	Salvation Army - Lancaster.....	201
4.	Pennsylvania 211 East (<i>Coordinated Entry & Mobile Navigation</i>).....	196
5.	Community Basics, INC.....	187
6.	Pennsylvania Housing Finance Agency.....	128
7.	Water Street Mission.....	92
8.	Good Samaritan Services.....	90
9.	Pennsylvania Public Utility Commission.....	82
10.	Community Action Partnership of Lancaster County.....	79
11.	YMCA of the Roses.....	72
12.	Spanish American Civic Association.....	67
13.	GN Management, LLC.....	65
14.	Regional Housing Legal Services.....	61
15.	Factory Ministries.....	58
16.	Lancaster County Food Hub.....	58
17.	Lancaster County Office of Aging.....	48
18.	Lancaster County Housing and Redevelopment Authorities.....	38
19.	Waterford at Sterling Place.....	36
20.	PA CareerLink.....	30
21.	Welfare Information Helpline.....	27
22.	Garden Court Apartments.....	27
23.	PPL Electric Utilities Corp.....	26
24.	MidPenn Legal Services.....	26
25.	Lancaster City Housing Authority.....	22

MOBILE NAVIGATION: LANCASTER PUBLIC LIBRARY

As of June 1, 2026, we are now 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
45	45	84	131	6

KEY PERFORMANCE INDICATORS*

- Number of calls Routed to the **I&R & Utilities** Queues: 747
- Number of calls Answered: 539 | Abandoned: 208
- Average speed of answer: 4 minutes | Peak: 7 minutes
- Average handle time: 19 minutes
- Number of calls Routed to the **Housing** Queue: 322
- Number of calls Answered: 231 | Abandoned: 91
- Average speed of answer: 28 minutes | Peak: 45 minutes
- Average handle time: 41 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.