



LANCASTER COUNTY MONTHLY REPORT

June 2026



“ You were so nice to me, and I appreciate all you have done for me during this call. ”
- Lancaster County Resident

CONTACT VOLUME

748
NEIGHBORS



752
PHONE INTERACTIONS

97
EMAILS/TEXTS/CHATS

94
WALK-INS

4,972*
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	880	Income Support/Assistance	56
Utilities	180	Information Services	45
Individual, Family, and Community Support	162	Mental Health/Substance Use Disorders	40
Food/Meals	135	Volunteers/Donations	17
Legal, Consumer, and Public Safety	93	Other Government/Economic Services	12
Clothing/Personal/Household Needs	78	Arts, Culture, and Recreation	7
Transportation	73	Disaster Services	6
Employment	62	Education	3
Health Care	57		

TOP UNMET NEEDS

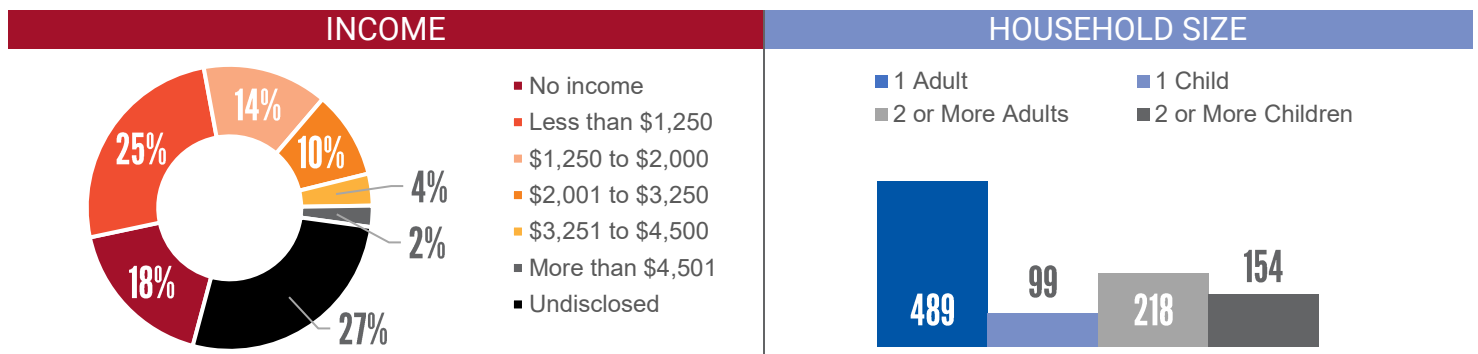
*Please note some needs that are aligned are grouped together.

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.

Coordinated Entry & Emergency Shelter Clearinghouses	22
Homeless Motel Vouchers & Motel Bill Payment	17
Community Shelters & Transitional Housing	14
Rent Payment Assistance	11
Electric Service Payment Assistance	7

DEMOGRAPHICS

GENDER		AGE		ZIP CODES (TOP 12)							
	Undisclosed, Transgender, Non-Binary 10%	Teens.....	14	50's	105	17603	307	17522.....	43	17557	12
		20's	125	60's	85	17602	251	17543.....	34	17547	12
		30's	152	70's*	31	17601	57	17022.....	32	17554	10
		40's	136	Undisclosed	100	17512	43	17552.....	12	17520	9





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TOP AGENCY REFERRALS

1.	Pennsylvania 211 East (Coordinated Entry & Mobile Navigation)	231
2.	Pennsylvania Department of Human Services	223
3.	Salvation Army - Lancaster	198
4.	HDC MidAtlantic	135
5.	Pennsylvania Housing Finance Agency	119
6.	Community Basics, INC.	95
7.	Water Street Mission	79
8.	Good Samaritan Services	74
9.	Lancaster County Food Hub	71
10.	YMCA of the Roses	71
11.	Pennsylvania Public Utility Commission	70
12.	Community Action Partnership of Lancaster County	61
13.	Regional Housing Legal Services	55
14.	PA CareerLink	47
15.	Factory Ministries	46
16.	Spanish American Civic Association	39
17.	GN Management, LLC	38
18.	Lancaster County Office of Aging	34
19.	Love INC of Lancaster County	34
20.	Columbia Dream Center	26
21.	MidPenn Legal Services	25
22.	Ebenezer Baptist Church - Lancaster	25
23.	Anchor Lancaster	22
24.	Red Rose Transit Authority (RRTA)	22
25.	Lancaster County Housing and Redevelopment Authorities	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	47	99	136	7

KEY PERFORMANCE INDICATORS*

→Number of calls Routed to the **I&R & Utilities** Queues: 598
→Number of calls Answered: 436 | Abandoned: 162
→Average speed of answer: 5 minutes | Peak: 8 minutes
→Average handle time: 23 minutes

→Number of calls Routed to the **Housing** Queue: 279
→Number of calls Answered: 196 | Abandoned: 83
→Average speed of answer: 20 minutes | Peak: 34 minutes
→Average handle time: 46 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.