



LANCASTER COUNTY MONTHLY REPORT

May 2026



Appreciate all you do for our community!
- Lancaster County Resident



CONTACT VOLUME



*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	798	Transportation	50
Utility Assistance	205	Information Services	38
Individual, Family and Community Support	110	Mental Health/Substance Use Disorders	37
Food/Meals	92	Volunteers/Donations	12
Clothing/Personal/Household Needs	87	Other Government/Economic Services	9
Legal, Consumer and Public Safety Services	84	Education	6
Income Support/Assistance	66	Arts, Culture and Recreation	4
Health Care	57	Disaster Services	0
Employment	55		

TOP UNMET NEEDS

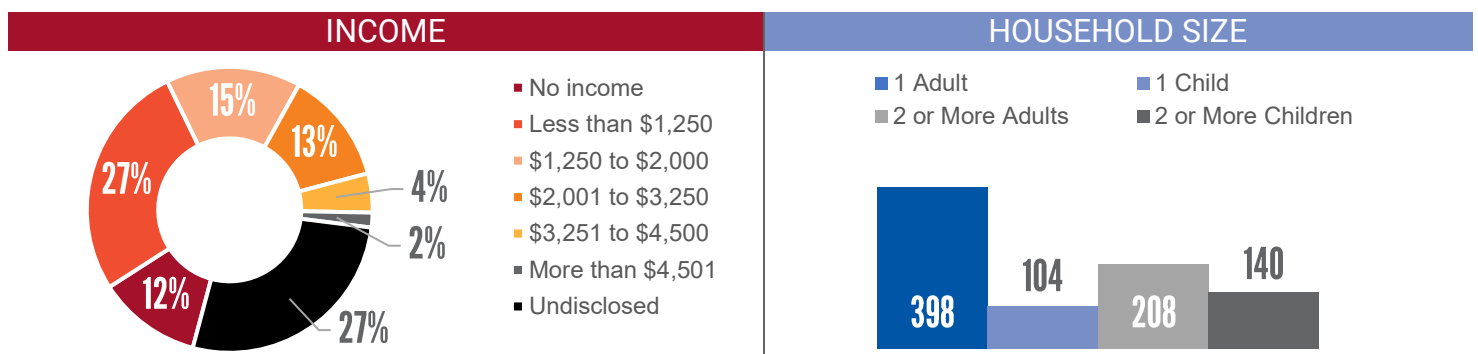
*Please note some needs that are aligned are grouped together.

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	18
Rent Payment Assistance	18
Community Shelters & Transitional Housing	10
Coordinated Entry & Emergency Shelter Clearinghouses	13
Electric Service Payment Assistance	7

DEMOGRAPHICS

GENDER		AGE		ZIP CODES (TOP 12)								
	65%	Undisclosed, Transgender, Non-Binary 11%	Teens.....	9	50's	95	17603	202	17522.....	28	17552.....	12
	24%		20's.....	98	60's	73	17602	146	17543.....	15	17557.....	12
			30's.....	145	70's+.....	56	17512	43	17545.....	13	17554.....	10
			40's.....	127	Undisclosed	52	17601	41	17022.....	13	17551.....	10





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TOP AGENCY REFERRALS

1.	Pennsylvania Department of Human Services	218
2.	Salvation Army - Lancaster	176
3.	Pennsylvania 211 East (<i>Coordinated Entry & 211 Resource Navigation at SACA</i>).....	158
4.	Pennsylvania Housing Finance Agency	120
5.	Community Basics, INC.....	107
6.	HDC MidAtlantic	96
7.	YMCA of the Roses	79
8.	Good Samaritan Services.....	74
9.	Water Street Mission	70
10.	Pennsylvania Public Utility Commission	66
11.	Factory Ministries	56
12.	Lancaster County Food Hub.....	53
13.	Regional Housing Legal Services	51
14.	GN Management, LLC.....	44
15.	Spanish American Civic Association	44
16.	Community Action Partnership of Lancaster County	43
17.	PA CareerLink	42
18.	Anchor Lancaster	36
19.	Moravian Center of Lancaster	32
20.	Lancaster County Housing and Redevelopment Authorities	30
21.	PPL Electric Utilities	27
22.	Lancaster County Office of Aging	22
23.	Waterford at Sterling Place.....	22
24.	United Way of Lancaster County (<i>VITA</i>).....	21
25.	Garden Court Apartments	21

KEY PERFORMANCE INDICATORS*

→Number of calls Routed to the **I&R & Utilities** Queues: 488
→Number of calls Answered: 412 | Abandoned: 76
→Average speed of answer: 3 minutes | Peak: 5 minutes
→Average handle time: 23 minutes

→Number of calls Routed to the **Housing** Queue: 239
→Number of calls Answered: 186 | Abandoned: 53
→Average speed of answer: 17 minutes | Peak: 32 minutes
→Average handle time: 53 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.