UNITED WAY Lancaster County | 211 Get Connected. Get Help.™

LANCASTER COUNTY MONTHLY REPORT

OCTOBER 2026

> **I love what you do!**
> - Patron at the Lancaster Public Library

CONTACT VOLUME

866 NEIGHBORS → **832** PHONE INTERACTIONS | **165** EMAILS/TEXTS/CHATS | **108** WALK-INS | **6,071*** 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	973	Transportation	47
Individual, Family, and Community Support	247	Income Support/Assistance	40
Utilities	195	Mental Health/Substance Use Disorders	28
Food/Meals	125	Other Government/Economic Services	19
Legal, Consumer, and Public Safety	103	Volunteers/Donations	10
Clothing/Personal/Household Needs	85	Education	6
Information Services	74	Disaster Services	4
Health Care	69	Arts, Culture, and Recreation	2
Employment	49		

TOP UNMET NEEDS

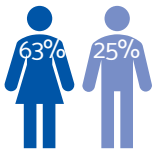
**Please note some needs that are aligned are grouped together.*

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.

Homeless Motel Vouchers & Motel Bill Payment	25
Rent Payment Assistance	23
Coordinated Entry & Emer. Shelter Clearinghouses	21
Community Shelters & Transitional Housing	17
Christmas Baskets *(Sign-ups not yet open)*	9

DEMOGRAPHICS

GENDER



Undisclosed, Transgender, Non-Binary, Agender - 12%

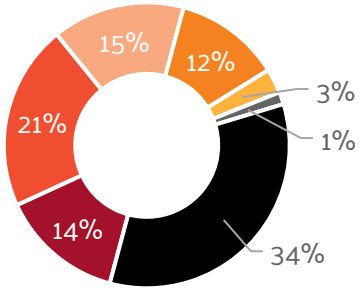
AGE

Teens	21	50's	110
20's	156	60's	90
30's	165	70's+	41
40's	159	Undisclosed	126

ZIP CODES (TOP 12)

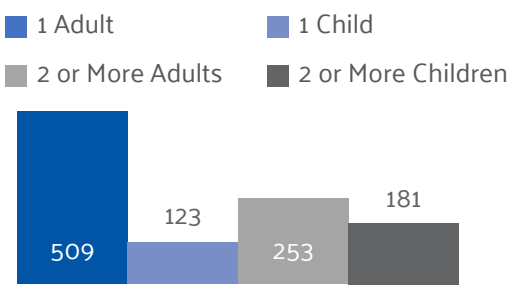
17603	324	17543	34	17552	20
17602	282	17522	33	17554	16
17601	103	17022	30	17517	14
17512	42	17545	24	17551	13

INCOME



- No income
- Less than $1,250
- $1,250 to $2,000
- $2,001 to $3,250
- $3,251 to $4,500
- More than $4,501
- Undisclosed

HOUSEHOLD SIZE



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ROOT CAUSES

**As of March 2026, staff began capturing underlying reasons for which neighbors called 211 for assistance.*

- Other: Domestic violence, non-renewal of lease, etc 303
- Insufficient Income: No Income 234
- Income Related: Fixed income 208
- Housing Related: Poor habitability conditions 157
- Income Related: Employment ended 50
- Income Related: Public benefits reduced or ineligible 27
- Housing Related: Resides in a hotel 26
- Income Related: Household composition changed 24
- Budget Impact: Increased rent, utilities, food, etc. 21
- Budget Impact: Unexpected bill (automotive repair, funeral costs, medical bills, etc.) 20
- Income Related: Hours cut by employer, fewer hours due to illness or personal reasons 19
- Budget Impact: Childcare costs 14
- Insufficient Income: Choosing which bill to prioritize 10
- Barriers: Lack of identification, credit issues, background check concerns 10
- Housing Related: Bad or no credit 9
- Housing Related: Accessible unit or first floor needed 8
- Transportation: Lack of transportation or gas money 7
- Budget Impact: Not receiving child support as anticipated 2

TOP AGENCY REFERRALS

1. Pennsylvania Department of Human Services 279
2. PA 211 East *(Coordinated Entry & Mobile Navigation)* 277
3. Salvation Army - Lancaster 261
4. Water Street Mission 136
5. Pennsylvania Housing Finance Agency 121
6. Good Samaritan Services 93
7. Lancaster Hub 86
8. HDC MidAtlantic 81
9. Community Action Partnership of Lancaster Co. 72
10. YMCA of the Roses *(Clay Street Shelter)* 66

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
55	68	128	145	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	31	86	124	0

KEY PERFORMANCE INDICATORS*

→Number of calls Routed to the I&R & Utilities Queues: 530
→Number of calls Answered: 344 | Abandoned: 189
→Average Speed of Answer: 5 minutes | Peak: 7 minutes
→Average Handle Time: 20 minutes

→Number of calls Routed to the Housing Queues: 505
→Number of calls Answered: 320 | Abandoned: 185
→Average Speed of Answer: 24 minutes | Peak: 45 minutes
→Average Handle Time: 39 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.*