

LANCASTER COUNTY MONTHLY REPORT

SEPTEMBER 2026

“

You have been a Godsend, thank you.

- Lancaster County Resident

”

CONTACT VOLUME

793
 NEIGHBORS

793
 PHONE INTERACTIONS

109
 EMAILS/TEXTS/CHATS

80
 WALK-INS

4,967*
 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.....	942
Utilities.....	201
Individual, Family, and Community Support.....	124
Legal, Consumer, and Public Safety.....	119
Food/Meals.....	99
Clothing/Personal/Household Needs.....	78
Health Care.....	64
Transportation.....	46

Income Support/Assistance.....	45
Information Services.....	37
Employment.....	36
Mental Health/Substance Use Disorders.....	36
Other Government/Economic Services.....	17
Volunteers/Donations.....	10
Education.....	4
Disaster Services.....	2

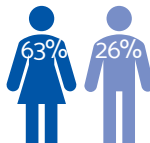
TOP UNMET NEEDS

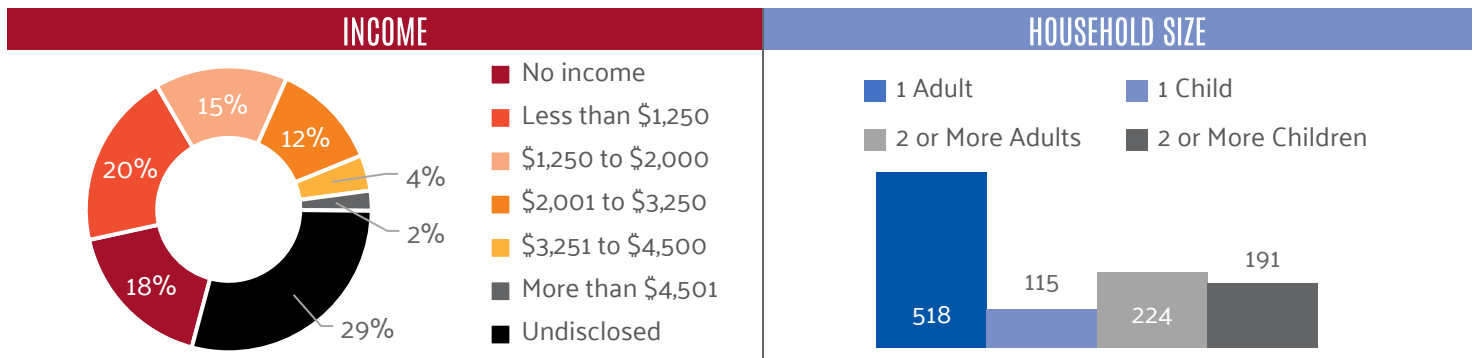
**Please note some needs that are aligned are grouped together.*

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.

Community Shelters & Transitional Housing.....	23
Coordinated Entry & Emergency Shelter Clearinghouses.....	19
Rent Payment Assistance.....	18
Homeless Motel Vouchers & Motel Bill Payment.....	16
Automotive Repair and Maintenance.....	14

DEMOGRAPHICS

GENDER		AGE		ZIP CODES (TOP 12)			
	Undisclosed, Transgender, Non-Binary, Agender - 11%	Teens.....	9	17603.....	311	17022.....28	17552.....18
		20's.....	140	17602.....	234	17522.....26	17517.....16
		30's.....	191	17512.....	74	17543.....24	17540.....15
		40's.....	130	17601.....	68	17545.....22	17547.....14
		Undisclosed.....	95				



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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.....	381	• Transportation: Lack of transportation or gas money.....	24
• Income Related: Fixed income.....	238	• Housing Related: Resides in a hotel.....	19
• Insufficient Income: No Income.....	167	• Budget Impact: Unexpected bill (automotive repair, funeral costs, medical bills, etc.).....	19
• Income Related: Hours cut by employer, fewer hours due to illness or personal reasons.....	136	• Income Related: Public benefits reduced or ineligible.....	16
• Housing Related: Poor habitability conditions.....	124	• Barriers: Lack of identification, credit issues, background check concerns.....	9
• Income Related: Employment ended.....	98	• Housing Related: Bad or no credit.....	2
• Insufficient Income: Choosing which bill to prioritize.....	35	• Housing Related: Accessible unit or first floor needed.....	2
• Budget Impact: Increased rent, utilities, food, etc.....	29	• Budget Impact: Childcare costs.....	2
• Income Related: Household composition changed.....	28		

TOP AGENCY REFERRALS

1. Pennsylvania Department of Human Services.....	242	6. HDC MidAtlantic.....	73
2. Salvation Army - Lancaster.....	207	7. Water Street Mission.....	72
3. PA 211 East (Coordinated Entry & Mobile Navigation).....	205	8. Community Action Partnership of Lancaster Co.....	71
4. Pennsylvania Housing Finance Agency.....	151	9. YMCA of the Roses (Clay Street Shelter).....	63
5. Good Samaritan Services.....	76	10. Pennsylvania Public Utility Commission.....	61

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
47	51	95	160	8

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
24	29	53	53	0

KEY PERFORMANCE INDICATORS*

→Number of calls Routed to the I&R & Utilities Queues: <u>570</u>	→Number of calls Routed to the Housing Queues: <u>391</u>
→Number of calls Answered: <u>439</u> Abandoned: <u>131</u>	→Number of calls Answered: <u>273</u> Abandoned: <u>118</u>
→Average Speed of Answer: <u>4 minutes</u> Peak: <u>5 minutes</u>	→Average Speed of Answer: <u>31 minutes</u> Peak: <u>47 minutes</u>
→Average Handle Time: <u>20 minutes</u>	→Average Handle Time: <u>42 minutes</u>

**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.*