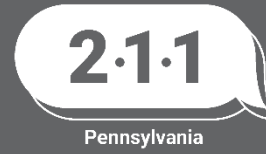




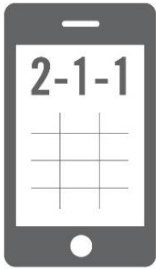
# LEBANON COUNTY ANNUAL REPORT - 2023



*Thank you for your excellent customer service and positivity.*  
- Lebanon County Resident



## CONTACT VOLUME



**1,792**  
PHONE  
CONTACTS



**3,743**  
WEBSITE  
SEARCHES



**141**  
EMAILS/TEXTS/  
SOCIAL MEDIA

## TOP NEEDS



**1,343**  
HOUSING  
ASSISTANCE



**922**  
UTILITY  
ASSISTANCE



**599**  
INCOME SUPPORT/  
ASSISTANCE



**174**  
FOOD/  
MEALS



**99**  
INDIVIDUAL/FAMILY/  
COMMUNITY SUPPORT

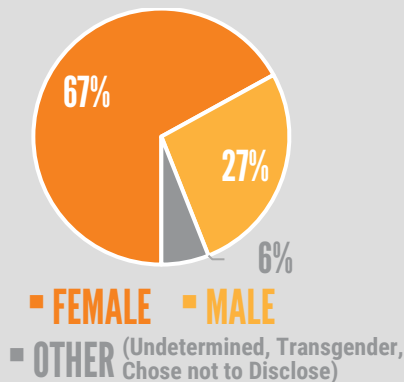
## TOP UNMET NEEDS\*

There are times when a specialist is not able to refer for the inquirer's 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", the 211 specialist explores other resources and services that may be of assistance.

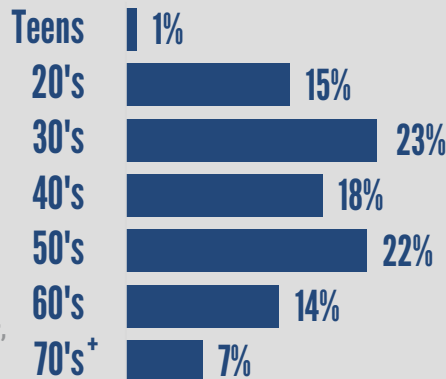
Shelters/Transitional Housing .....	58
Homeless Motel Vouchers/Motel Bill Payment .....	35
Electric Service Payment Assistance .....	20
Rent Payment Assistance.....	15
Automotive Repair and Assistance.....	5

## DEMOGRAPHICS

### GENDER



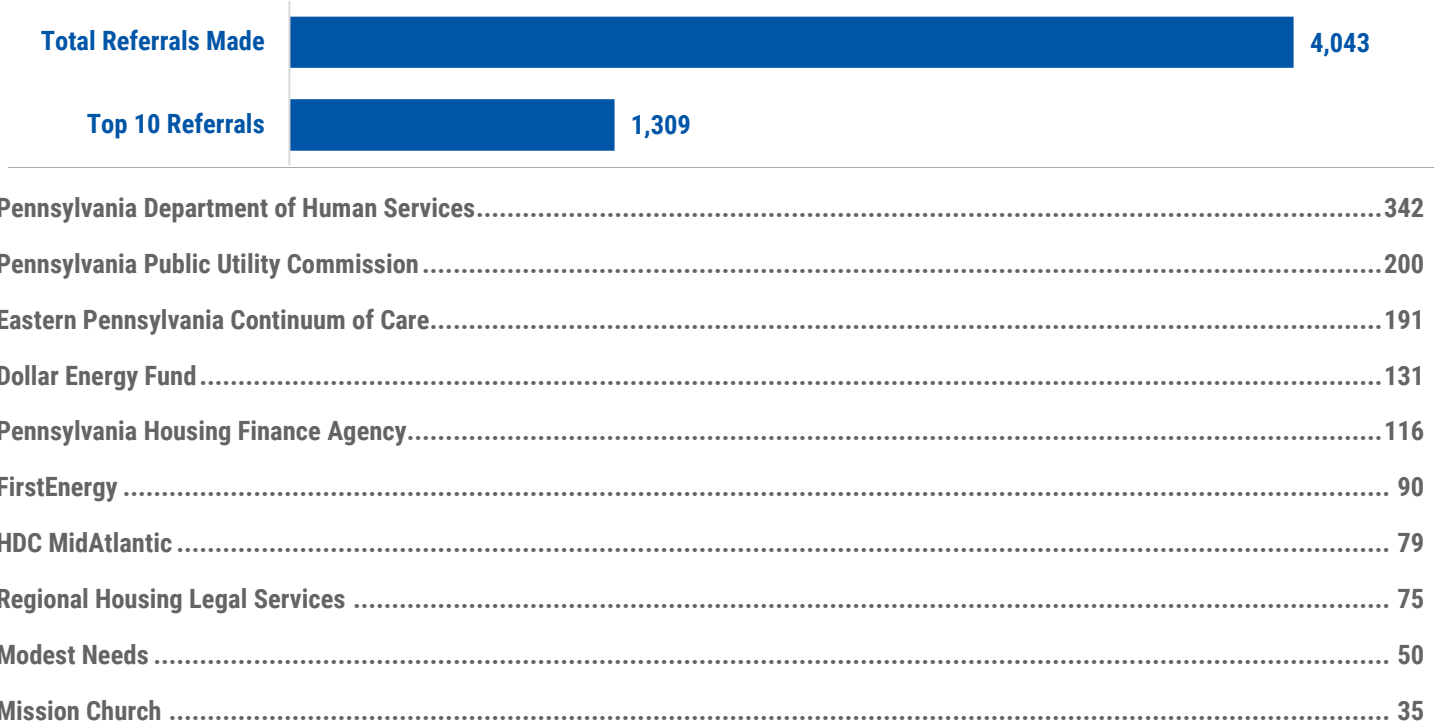
### AGE



### TOP ZIP CODES

17046 ..... 545	17038 ..... 66
17042 ..... 474	17026 ..... 25
17078 ..... 111	17073 ..... 24
17067 ..... 96	17028 ..... 7
17003 ..... 78	17545 ..... 4

# TOP AGENCY REFERRALS



## FOLLOW-UP REPORT

Note: Follow-ups for Lebanon County was implemented in late July 2023 and the process followed until late September when PA 211 moved data systems. Follow-ups are expected to resume the 1<sup>st</sup> quarter of 2024.

→Number of follow-ups scheduled: 18

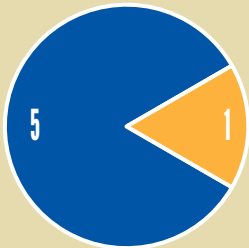
→Number of follow-ups answered: 6

Q: We you satisfied with the help PA 211 provided?

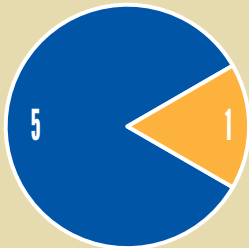
Q: Have you contacted the resources provided?

Q: If yes, were the resources helpful?

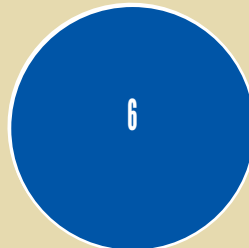
Q: What resources were you able to get assistance from?



■ Yes ■ Not Answered



■ Yes ■ Not Answered



■ Yes

Met-Ed (PCAP) ..... 3  
 Salvation Army (Food) ..... 1  
 PA Utility Law Project..... 1  
 Not Answered ..... 1

## KEY PERFORMANCE INDICATORS

→Number of calls hitting the Lebanon I&R queue: 448

→Number of calls answered: 325

→Number of calls abandoned: 123

→Average speed of answer/wait time: 2 minutes

→Peak average speed of answer/wait time: 3 minutes

→Average handle time: 20 minutes

\*Note: Information above is based on the Lebanon I&R queue specifically in the 211 phone system. However, calls may be answered on other lines and after-hours. Additionally, those contacting 211 for homeless/housing related concerns are immediately routed to PA 211's Eastern Continuum of Care intake lines that are not reflected in these telephone metrics.