SEPA April 2016

County	HM Day Calls	CCR Calls	Totals	% of Total Calls
BUCKS	54	28	82	4.77%
CHESTER	50	10	60	3.49%
DELAWARE	148	28	176	10.24%
MONTGOMERY	284	61	345	20.08%
PHILADELPHIA	512	116	628	36.55%
Other	81	9	90	5.24%
Unknown	261	76	337	19.62%
Grand Total	1390	328	1718	

Call Times	Total
After Hours	328
Day Staff	1390
Grand Total	1718

CCR	Total
Weekdays	208
Weekends & Holidays	120
Grand Total	328

Basic Needs	Count
Food	109
Housing/Shelter	747
Material Goods	71
Transportation	20
Utilities	450
Left Blank	0
Grand Total	1397

Level 1 Needs	Count
B - Basic Needs	1397
D - Consumer Services	125
F - Criminal Justice and Legal Services	67
H - Education	2
J - Environment and Public Health/Safety	2
L - Health care	56
N - Income Support and Employment	103
P - Individual and Family Life	60
R - Mental Health and Substance Use Disorder Services	63
T - Organizational/Community/International Services	127
Y - Target Populations	126
Left Blank	604
Grand Total	2732





Presenting Needs	Count
Left Blank	604
Electric Service Payment Assistance	192
Rent Payment Assistance	152
Utility Service Payment Assistance	144
Tax Preparation Assistance	86
Home Rental Listings	85
Housing Search Assistance	75
Food Pantries	73
Gas Service Payment Assistance	63
Housing Search and Information	50
Homeless Shelter	46
Emergency Shelter Clearinghouses	40
Comprehensive Information and Referral	36
Rental Deposit Assistance	35
Water Service Payment Assistance	27
At Risk/Homeless Housing Related Assistance Programs	26
Furniture	26
Housing Authorities	25
Food Stamps/SNAP	24
Housing Expense Assistance	22
211 Systems	19
Specialized Information and Referral	18
Emergency Shelter	18
Clothing	18
Emergency Food	17
Comprehensive Job Assistance Centers	16
Information and Referral	15
Home Rehabilitation Programs	14
General Legal Aid	14
Affordable Care Act Insurance Information/Counseling	13
Aging and Disability Resource Centers	13
Low Income	13
Substance Use Disorder Treatment Programs	12
Crisis Intervention Hotlines/Helplines	12

Presenting Needs	Count
Job Search/Placement	11
Housing/Shelter	10
Low Income/Subsidized Rental Housing	10
Residential Placement Services for People With Disabilities	10
Benefits Assistance	10
Housing Counseling	10
Case/Care Management	10
Transitional Housing/Shelter	9
Mortgage Payment Assistance	9
Senior Housing Information and Referral	9
Elderly/Disabled Home Rental Listings	9
Low Income/Subsidized Private Rental Housing	8
Older Adults	8
Weatherization Programs	7
Government Information Lines	7
Employment	7
Domestic Violence Shelters	7
Community Shelters	7
Veterans	7
Employment Preparation	7
Training and Employment Programs	6
Online Tax Preparation/E-Filing Sites	6
Subsidized Rental Housing Residents	6
Home Rehabilitation Loans	6
At Risk for Homelessness	6
Electric Service Providers	6
Dental Care	6
Legal Issues Education/Information	6
Section 8 Housing Choice Vouchers	6
Homelessness Issues	6
Medical Appointments Transportation	5
Homeless Drop In Centers	5
Soup Kitchens	5
Diapers	5