

SEPA February 2016

County	HM Day Calls	CCR Calls	Totals	% of Total Calls
BUCKS	87	29	116	6.85%
CHESTER	54	12	66	3.90%
DELAWARE	84	15	99	5.84%
MONTGOMERY	458	104	562	33.18%
PHILADELPHIA	410	84	494	29.16%
Other	63	11	74	4.37%
Unknown	224	59	283	16.71%
Grand Total	1380	314	1694	

Call Times	Total
After Hours	314
Day Staff	1380
Grand Total	1694

CCR	Total
Weekdays	196
Weekends & Holidays	118
Grand Total	314

Basic Needs	Count
Food	117
Housing/Shelter	645
Material Goods	77
Transportation	14
Utilities	119
Grand Total	972

Level 1 Needs	Count
B - Basic Needs	972
D - Consumer Services	286
F - Criminal Justice and Legal Services	60
H - Education	10
J - Environment and Public Health/Safety	4
L - Health care	49
N - Income Support and Employment	74
P - Individual and Family Life	63
R - Mental Health and Substance Use Disorder Services	95
T - Organizational/Community/International Services	166
Y - Target Populations	149
Left Blank	617
Grand Total	2545



Presenting Needs	Count
Left Blank	617
Tax Preparation Assistance	247
Rent Payment Assistance	146
Food Pantries	73
Home Rental Listings	71
Housing Search Assistance	65
Housing Search and Information	61
Electric Service Payment Assistance	58
Comprehensive Information and Referral	44
Homeless Shelter	34
Rental Deposit Assistance	32
211 Systems	30
Crisis Intervention Hotlines/Helplines	25
Housing Authorities	25
Specialized Information and Referral	24
Housing Expense Assistance	22
Home Rehabilitation Programs	22
Benefits Assistance	21
Gas Service Payment Assistance	21
Furniture	19
Information and Referral	19
Fresh Food	19
Utility Service Payment Assistance	18
Clothing	18
Low Income/Subsidized Private Rental Housing	15
Low Income/Subsidized Rental Housing	15
Older Adults	15
Adults With Disabilities	15
Weatherization Programs	14
Supportive Housing	13
Case/Care Management	13
At Risk/Homeless Housing Related Assistance Programs	12
Supportive Housing Placement/Referral	12
Low Income	11

Presenting Needs	Count
Food Stamps/SNAP	11
Water Service Payment Assistance	11
Government Information Lines	10
Street Outreach Programs	10
Emergency Shelter	10
Appliance Repair	10
Emergency Food	9
Community Shelters	9
Substance Use Disorder Services	8
Mental Health Issues	8
Aging and Disability Resource Centers	8
Section 8 Housing Choice Vouchers	8
Comprehensive Job Assistance Centers	8
Transitional Housing/Shelter	8
Mortgage Payment Assistance	8
Employment	7
Job Search/Placement	7
Cold Weather Shelters/Warming Centers	7
Hunger/Food Issues	7
Tenant Rights Information/Counseling	7
Home Rehabilitation Loans	7
Soup Kitchens	7
Homeless Men	6
Diapers	6
Heating Fuel Payment Assistance	5
Adults	5
Family Counseling	5
Outpatient Mental Health Facilities	5
Housing Counseling	5
People With Disabilities	5
AARP Tax Aide Programs	5
Prescription Expense Assistance	5
Online Tax Preparation/E-Filing Sites	5
Baby Clothing	5