

## SEPA January 2016

County	HM Day Calls	CCR Calls	Totals	% of Total Calls
<b>BUCKS</b>	46	15	61	<b>3.99%</b>
<b>CHESTER</b>	65	13	78	<b>5.10%</b>
<b>DELAWARE</b>	96	23	119	<b>7.79%</b>
<b>MONTGOMERY</b>	241	45	286	<b>18.72%</b>
<b>PHILADELPHIA</b>	533	104	637	<b>41.69%</b>
<b>Other</b>	57	8	65	<b>4.25%</b>
<b>Unknown</b>	238	44	282	<b>18.46%</b>
<b>Grand Total</b>	<b>1276</b>	<b>252</b>	<b>1528</b>	

Call Times	Total
After Hours	252
Day Staff	1276
<b>Grand Total</b>	<b>1528</b>

CCR	Total
Weekdays	159
Weekends & Holidays	93
<b>Grand Total</b>	<b>252</b>

Basic Needs	Count
Food	122
Housing/Shelter	710
Material Goods	100
Transportation	23
Utilities	117
<b>Grand Total</b>	<b>1072</b>

Level 1 Needs	Count
B - Basic Needs	1073
D - Consumer Services	81
F - Criminal Justice and Legal Services	75
H - Education	9
J - Environment and Public Health/Safety	4
L - Health care	38
N - Income Support and Employment	124
P - Individual and Family Life	63
R - Mental Health and Substance Use Disorder Services	63
T - Organizational/Community/International Services	154
Y - Target Populations	235
Left Blank	572
<b>Grand Total</b>	<b>2491</b>



<b>Presenting Needs</b>	<b>Count</b>
Left Blank	572
Rent Payment Assistance	182
Food Pantries	71
Tax Preparation Assistance	62
Homeless Shelter	51
Electric Service Payment Assistance	48
Housing Search Assistance	46
Housing Search and Information	42
Housing Authorities	40
Home Rental Listings	39
Furniture	35
Home Rehabilitation Programs	30
Comprehensive Information and Referral	26
Rental Deposit Assistance	26
Utility Service Payment Assistance	26
211 Systems	26
Specialized Information and Referral	24
Low Income	24
Crisis Intervention Hotlines/Helplines	24
People With Disabilities	23
Mortgage Payment Assistance	23
Comprehensive Job Assistance Centers	20
Housing Expense Assistance	19
Emergency Shelter	19
Homeless People	18
Gas Service Payment Assistance	17
Fresh Food	17
Benefits Assistance	16
Temporary Financial Assistance	16
Appliance Repair	16
Low Income/Subsidized Rental Housing	16
Housing Counseling	16
Food Stamps/SNAP	15
At Risk/Homeless Housing Related Assistance Programs	15

<b>Presenting Needs</b>	<b>Count</b>
Homelessness Issues	15
Weatherization Programs	14
Clothing	14
Low Income/Subsidized Private Rental Housing	13
Supportive Housing Placement/Referral	12
Furniture/Home Furnishings Donation Programs	11
Water Service Payment Assistance	11
Homeless Drop In Centers	11
Street Outreach Programs	11
Housing/Shelter	11
Information and Referral	10
Supportive Housing	10
At Risk for Homelessness	10
Domestic Violence Shelters	10
Eviction Prevention Legal Assistance	10
Transitional Housing/Shelter	10
Mental Health Issues	9
Landlord/Tenant Assistance	9
Older Adults	9
Emergency Food	9
Diapers	9
Community Shelters	8
Soup Kitchens	8
Cold Weather Shelters/Warming Centers	8
TANF	8
Case/Care Management	8
Hunger/Food Issues	8
Disaster Services	8
Homeless Men	8
Section 8 Housing Residents	7
Mothers	7
Heating Fuel Payment Assistance	7
Disability Related Transportation	7
Adults With Disabilities	7