

## SEPA June 2016

County	HM Day Calls	CCR Calls	Totals	% of Total Calls
BUCKS	45	23	68	5.49%
CHESTER	37	16	53	4.28%
DELAWARE	100	35	135	10.90%
MONTGOMERY	185	61	246	19.87%
PHILADELPHIA	462	154	616	49.76%
Other	44	12	56	4.52%
Unknown	35	29	64	5.17%
<b>Grand Total</b>	<b>908</b>	<b>330</b>	<b>1238</b>	

Call Times	Total
After Hours	293
Day Staff	908
<b>Grand Total</b>	<b>1201</b>

CCR	Total
Weekdays	200
Weekends & Holidays	130
<b>Grand Total</b>	<b>330</b>

Basic Needs	Count
BM - Material Goods	72
BH - Housing/Shelter	788
BD - Food	102
BT - Transportation	20
BV - Utilities	346
<b>Grand Total</b>	<b>1328</b>

Level 1 Needs	Count
B - Basic Needs	1328
D - Consumer Services	25
F - Criminal Justice and Legal Services	79
H - Education	9
J - Environment and Public Health/Safety	6
L - Health Care	49
N - Income Support and Employment	120
P - Individual and Family Life	84
R - Mental Health and Substance Use Disorder Services	111
T - Organizational/Community/International Services	93
Y - Target Populations	264
Left Blank	220
<b>Grand Total</b>	<b>2487</b>



Presenting Needs	Count
Left Blank	220
Electric Service Payment Assistance	185
Rent Payment Assistance	178
Utility Service Payment Assistance	87
Housing Search and Information	67
Emergency Shelter Clearinghouses	57
Homeless Shelter	56
Food Pantries	56
Home Rental Listings	55
Housing Search Assistance	50
Housing Authorities	41
Emergency Shelter	31
Housing Expense Assistance	30
Gas Service Payment Assistance	28
Housing/Shelter	27
Adults With Disabilities	23
Low Income	22
Rental Deposit Assistance	21
Water Service Payment Assistance	21
Service Cost Payment Assistance	20
Clothing	20
Specialized Information and Referral	18
Homeless People	18
Transitional Housing/Shelter	17
Crisis Intervention Hotlines/Helplines	17
Case/Care Management	16
Furniture	16
Benefits Assistance	16
Hunger/Food Issues	16
Supportive Housing Placement/Referral	15
Low Income/Subsidized Rental Housing	15
Substance Use Disorder Treatment Programs	14
Temporary Financial Assistance	14

Presenting Needs	Count
Utility Service Complaints	13
At Risk/Homeless Housing Related Assistance Programs	13
Older Adults	13
Street Outreach Programs	12
Comprehensive Job Assistance Centers	12
Food Stamps/SNAP	12
Low Income/Subsidized Private Rental Housing	12
Information and Referral	11
Formula/Baby Food	11
Domestic Violence Hotlines	10
At Risk for Homelessness	10
Families	10
Home Rehabilitation Programs	9
Subsidized Rental Housing Residents	9
General Legal Aid	9
211 Systems	9
Comprehensive Information and Referral	9
Employment	9
Soup Kitchens	9
Disability Related Transportation	9
Housing Counseling	9
Fresh Food	8
Mortgage Payment Assistance	8
Cancer	8
Emergency Food	8
Training and Employment Programs	8
Diapers	8
Utility Bill Payment Plans	8
Domestic Violence Shelters	8
Section 8 Housing Residents	7
Veterans	7
Home Delivered Meals	6
Dental Care	6