

SEPA June 2016

County	HM Day Calls	CCR Calls	Totals	% of Total Calls
BUCKS	51	13	64	5.25%
CHESTER	61	14	75	6.15%
DELAWARE	151	22	173	14.18%
MONTGOMERY	185	23	208	17.05%
PHILADELPHIA	489	109	598	49.02%
Other	36	8	44	3.61%
Unknown	41	17	58	4.75%
Grand Total	1014	206	1220	

Call Times	Total
After Hours	293
Day Staff	1014
Grand Total	1307

CCR	Total
Weekdays	206
Weekends & Holidays	87
Grand Total	293

Basic Needs	Count
BM - Material Goods	81
BH - Housing/Shelter	801
BD - Food	114
BT - Transportation	20
BV - Utilities	407
Left Blank	190
Grand Total	1613

Level 1 Needs	Count
B - Basic Needs	1423
D - Consumer Services	59
F - Criminal Justice and Legal Services	81
H - Education	2
J - Environment and Public Health/Safety	4
L - Health Care	60
N - Income Support and Employment	131
P - Individual and Family Life	64
R - Mental Health and Substance Use Disorder Services	85
T - Organizational/Community/International Services	114
Y - Target Populations	274
Left Blank	190
Grand Total	2487



Presenting Needs	Count
Electric Service Payment Assistance	238
(blank)	190
Rent Payment Assistance	146
Housing Search and Information	104
Utility Service Payment Assistance	76
Food Pantries	66
Homeless Shelter	66
Housing Authorities	66
Housing Search Assistance	57
Home Rental Listings	48
Gas Service Payment Assistance	46
Utility Service Complaints	42
Rental Deposit Assistance	39
Emergency Shelter Clearinghouses	36
Adults With Disabilities	34
211 Systems	28
Emergency Shelter	25
Housing Expense Assistance	25
Specialized Information and Referral	25
Low Income/Subsidized Rental Housing	24
Furniture	23
Water Service Payment Assistance	23
Clothing	20
Temporary Financial Assistance	20
Food Stamps/SNAP	18
Veterans	18
Older Adults	17
Homeless People	16
Benefits Assistance	15
Fresh Food	15
Housing/Shelter	15
Hunger/Food Issues	15
Low Income	15
Supportive Housing Placement/Referral	15

Presenting Needs	Count
Transitional Housing/Shelter	15
Employment Preparation	14
Information and Referral	14
Aging and Disability Resource Centers	13
Crisis Intervention Hotlines/Helplines	13
Home Rehabilitation Programs	13
Homelessness Issues	12
Subsidized Rental Housing Residents	12
Case/Care Management	11
Elderly/Disabled Home Rental Listings	11
Employment	11
Substance Use Disorder Treatment Programs	11
Comprehensive Job Assistance Centers	10
At Risk/Homeless Housing Related Assistance Programs	9
Housing Counseling	9
Legal Issues Education/Information	9
Weatherization Programs	9
At Risk for Homelessness	8
Legal Services	8
Mortgage Payment Assistance	8
People With Disabilities	8
Domestic Violence Hotlines	7
Homeless Drop In Centers	7
Landlord/Tenant Assistance	7
Soup Kitchens	7
Summer Food Service Programs	7
Undesignated Temporary Financial Assistance	7
Adults	6
Advocacy	6
Air Conditioners	6
Day Camps	6
General Legal Aid	6
Home Delivered Meals	6
Home Maintenance and Minor Repair Services	6