

SEPA March 2016

County	HM Day Calls	CCR Calls	Totals	% of Total Calls
BUCKS	72	29	101	5.84%
CHESTER	14	3	17	0.98%
DELAWARE	38	16	54	3.13%
MONTGOMERY	104	73	177	10.24%
PHILADELPHIA	1199	79	1278	73.96%
Other	0	11	11	0.64%
Unknown	0	90	90	5.21%
Grand Total	1427	301	1728	

Call Times	Total
After Hours	301
Day Staff	1427
Grand Total	1728

CCR	Total
Weekdays	205
Weekends & Holidays	96
Grand Total	301

Basic Needs	Count
Food	159
Housing/Shelter	672
Material Goods	68
Transportation	19
Utilities	165
Left Blank	1
Grand Total	1084

Level 1 Needs	Count
B - Basic Needs	1084
D - Consumer Services	296
F - Criminal Justice and Legal Services	52
H - Education	6
J - Environment and Public Health/Safety	3
L - Health care	61
N - Income Support and Employment	122
P - Individual and Family Life	56
R - Mental Health and Substance Use Disorder Services	85
T - Organizational/Community/International Services	149
Y - Target Populations	118
Left Blank	549
Grand Total	2581



Presenting Needs	Count
Left Blank	549
Tax Preparation Assistance	243
Rent Payment Assistance	128
Food Pantries	118
Home Rental Listings	96
Electric Service Payment Assistance	79
Housing Search Assistance	65
Comprehensive Information and Referral	61
Gas Service Payment Assistance	46
Housing Search and Information	45
Housing Expense Assistance	32
Homeless Shelter	32
Rental Deposit Assistance	30
Specialized Information and Referral	25
Furniture	24
Crisis Intervention Hotlines/Helplines	24
Information and Referral	23
Housing Authorities	23
Utility Service Payment Assistance	21
Low Income/Subsidized Rental Housing	21
Emergency Food	20
Clothing	19
Food Stamps/SNAP	19
Low Income/Subsidized Private Rental Housing	17
Emergency Shelter Clearinghouses	15
Low Income	15
Home Rehabilitation Loans	14
Weatherization Programs	14
Emergency Shelter	13
Supportive Housing Placement/Referral	13
Domestic Violence Shelters	12
Community Shelters	12
Employment	12
Older Adults	11

Presenting Needs	Count
At Risk/Homeless Housing Related Assistance Programs	11
Medicaid	10
Substance Use Disorder Treatment Programs	10
Mortgage Delinquency and Default Counseling	10
Transitional Housing/Shelter	10
Benefits Assistance	9
Soup Kitchens	9
Home Rehabilitation Programs	9
Housing/Shelter	9
AARP Tax Aide Programs	9
Job Search/Placement	9
Case/Care Management	8
Government Information Lines	8
VITA Program Sites	8
Comprehensive Job Assistance Centers	7
Water Service Payment Assistance	7
Prescription Expense Assistance	7
Job Training Formats	7
Temporary Financial Assistance	7
Faith Based Organizational Perspective	7
Housing Counseling	7
Undesignated Temporary Financial Assistance	6
Training and Employment Programs	6
Baby Furniture	6
Mortgage Payment Assistance	6
Home Delivered Meals	6
Domestic Violence Hotlines	5
Cell Phones	5
Child Care Expense Assistance	5
Medicaid Applications	5
Aging and Disability Resource Centers	5
Dental Care	4
Hunger/Food Issues	4
Health Insurance Information/Counseling	4