

SEPA May 2016

County	HM Day Calls	CCR Calls	Totals	% of Total Calls
BUCKS	44	27	71	5.57%
CHESTER	41	17	58	4.55%
DELAWARE	153	28	181	14.20%
MONTGOMERY	210	38	248	19.45%
PHILADELPHIA	473	122	595	46.67%
Other	43	6	49	3.84%
Unknown	45	28	73	5.73%
Grand Total	1009	266	1275	

Call Times	Total
After Hours	266
Day Staff	1009
Grand Total	1275

CCR	Total
Weekdays	176
Weekends & Holidays	90
Grand Total	266

Basic Needs	Count
Food	72
Housing/Shelter	871
Material Goods	78
Transportation	31
Utilities	532
Left Blank	187
Grand Total	1771

Level 1 Needs	Count
B - Basic Needs	1584
D - Consumer Services	25
F - Criminal Justice and Legal Services	58
H - Education	3
J - Environment and Public Health/Safety	3
L - Health care	46
N - Income Support and Employment	97
P - Individual and Family Life	67
R - Mental Health and Substance Use Disorder Services	106
T - Organizational/Community/International Services	127
Y - Target Populations	206
Left Blank	187
Grand Total	2509



Presenting Needs	Count
Electric Service Payment Assistance	294
Left Blank	187
Rent Payment Assistance	169
Utility Service Payment Assistance	131
At Risk/Homeless Housing Related Assistance Programs	91
Housing Search Assistance	73
Homeless Shelter	69
Home Rental Listings	64
Housing Search and Information	55
Gas Service Payment Assistance	51
Food Pantries	48
Rental Deposit Assistance	44
Emergency Shelter Clearinghouses	38
Water Service Payment Assistance	32
Housing Authorities	32
Mortgage Payment Assistance	29
Specialized Information and Referral	26
Emergency Shelter	25
Housing Expense Assistance	24
211 Systems	23
Furniture	19
Older Adults	18
Clothing	17
Low Income/Subsidized Rental Housing	16
Low Income	15
Comprehensive Job Assistance Centers	13
Medical Appointments Transportation	13
Crisis Intervention Hotlines/Helplines	13
Elderly/Disabled Home Rental Listings	13
Housing/Shelter	13
Street Outreach Programs	12
Low Income/Subsidized Private Rental Housing	12
Substance Use Disorder Treatment Programs	12
Temporary Financial Assistance	12

Presenting Needs	Count
Food Stamps/SNAP	11
At Risk for Homelessness	11
Case/Care Management	11
Employment Preparation	11
Utility Bill Payment Plans	10
Adults With Disabilities	10
Housing Counseling	10
Benefits Assistance	10
Job Search/Placement	9
People With Disabilities	9
Homelessness Issues	9
Comprehensive Information and Referral	9
Information and Referral	8
Legal Services	8
Domestic Violence Hotlines	8
Home Rehabilitation Programs	8
Transitional Housing/Shelter	8
Aging and Disability Resource Centers	8
Single Mothers	8
Hunger/Food Issues	8
Weatherization Programs	7
Supportive Housing Placement/Referral	7
Affordable Care Act Insurance Information/Counseling	7
Emergency Funds	7
Disabilities and Health Conditions	6
Disability Related Transportation	6
Homeless Men	6
Low Cost For Sale Homes/Housing Units	6
Section 8 Housing Choice Vouchers	6
Diapers	6
Soup Kitchens	6
Baby Furniture	6
Homeless People	6
Individual and Family Support Services	6