

County	Highmark			CCR			Totals			% of
	Calls	Chat	Text	Calls	Chat	Text	Calls	Chat	Text	Calls
<b>BUCKS</b>	41	1	0	32	0	0	73	1	0	6.19%
<b>CHESTER</b>	31	1	0	10	1	0	41	2	0	3.47%
<b>DELAWARE</b>	68	3	0	25	0	0	93	3	0	7.88%
<b>MONTGOMERY</b>	258	3	1	45	1	0	303	4	1	25.68%
<b>PHILADELPHIA</b>	393	7	0	120	6	0	513	13	0	43.47%
<b>Other</b>	84	2	0	10	0	0	94	2	0	7.97%
<b>Unknown</b>	31	0	0	32	4	0	63	4	0	5.34%
<b>Grand Total</b>	<b>906</b>	<b>17</b>	<b>1</b>	<b>274</b>	<b>12</b>	<b>0</b>	<b>1180</b>	<b>29</b>	<b>1</b>	<b>100.00%</b>

Presenting Needs	Total
(blank)	204
Tax Preparation Assistance	146
Rent Payment Assistance	128
Food Pantries	69
Housing Counseling	68
Comprehensive Information	62
Electric Service Payment As	53
Housing Search and Informa	48
211 Systems	45
Homeless Shelter	43
Utility Service Payment Assi	30
Home Rental Listings	29
Low Income	28
Housing Authorities	24
Information and Referral	21
Housing Search Assistance	21
Water Service Payment Assi	20
Rental Deposit Assistance	20
Low Income/Subsidized Priv	19
Older Adults	19
Clothing	18
Housing Expense Assistance	18
Gas Service Payment Assist	16
Comprehensive Job Assista	15
Diapers	14
Homeless People	14
Emergency Shelter Clearing	14
Aging and Disability Resourc	13
Furniture	12

Emergency Shelter	12
Community Shelters	11
Crisis Intervention Hotlines/	11
Adults With Disabilities/Heal	11
Mortgage Payment Assistan	10
Families	10
Specialized Information and	10
Talklines/Warmlines	9
Substance Use Disorder Tre	9
Housing/Shelter	9
Domestic Violence Hotlines	8
Transitional Housing/Shelter	8
Veterans	8
Extreme Cold Weather Shelt	7
Research	7
Food Stamps/SNAP	7
Individual and Family Suppo	7
Temporary Financial Assista	7
Low Income/Subsidized Ren	7
Heating Fuel Payment Assis	7
VITA Program Sites	6
Case/Care Management	6
At Risk for Homelessness	6
Benefits Assistance	6
Directory Assistance	6
Landlord/Tenant Assistance	6
Homelessness Issues	6
Mental Health Issues	6
Faith Based Organizational F	6
Mental Health Hotlines	5
Substance Use Disorder Ser	5
Home Maintenance and Min	5
Independent Living Commur	5
Baby Clothing	5
Community Mental Health A	5
Street Outreach Programs	5
Subsidized Rental Housing F	5
Mental Health and Substanc	4
Utility Service Complaints	4
Training and Employment Pr	4
Prescription Expense Assista	4
Job Training Formats	4
General Legal Aid	4
Tenant Rights Information/C	4
Homeless Men	4
Residential Substance Use I	4
Employment	4

Emergency Food	4
Government Information Line	4
Plumbing Maintenance/Repair	4
Medical Appointments Trans	4
People With Disabilities/Hea	4
Weatherization Programs	4
Thrift Shops	3
In Home Assistance	3
Undesignated Temporary Fi	3
Disaster Relief Services	3
Formula/Baby Food	3
Disaster Services	3
Mortgage Delinquency and L	3
Children's Clothing	3
Dental Care	3
Single Mothers	3
Individual Advocacy	3
Soup Kitchens	3
Community Clinics	3
Females	3
Furniture/Home Furnishings	3
Legal Counseling	3
Transitional Residential Sub:	3
Local Bus Services	3
Emergency Funds	3
First Time Homeowners	3
Advocacy	3
Homeless Veterans	3
At Risk/Homeless Housing F	3
Domestic Violence Issues	3
Area Agencies on Aging	3
211 Lead Agencies	3
Older Adult/Disability Related	2
Senior Housing Information :	2
Discounted Gas Service	2
Cell Phones	2
Volunteer Opportunities	2
Hispanic/Latino Community	2
Parenting/Family Support Gr	2
Home Delivered Meals	2
Discounted Utility Services	2
Home Rehabilitation Loans	2
Supportive Housing	2
Home/Community Based De	2
Medical Equipment/Supplies	2
Homeless Drop In Centers	2
Outpatient Mental Health Fa	2

Adults	2
Physical Disabilities	2
Homeless Women	2
Recovery Homes/Halfway H	2
Housing Complaints	2
Section 8 Housing Choice V	2
Housing Discrimination Assis	2
Elder Law	2
Housing Down Payment Loa	2
Topical Identifiers/Issues	2
Community Development Iss	2
Medical Equipment/Assistive	2
Human/Social Services Issu	2
Mothers	2
Hunger/Food Issues	2
Animal Shelters	2
Abuse Counseling	2
Parenting Education	2
In Person Crisis Intervention	2
Disaster/Emergency Issues	2
Individual Counseling	2
Prescription Drug Discount C	2
Consumer Complaints	2
Property Tax Payment Assis	2
Inpatient Drug Detoxification	2
Discounted Heating Fuel	2
Job Search/Placement	2
Appliance Repair	2
Lawyer Referral Services	2
Senior Companion Program	2
Legal Issues Education/Infor	2
Domestic Violence Shelters	2
Legal Services	2
Support Groups	2
Low Cost For Sale Homes/H	2
TANF	2
Medicaid	2
Utility Service Connection/R	2
Medicaid Applications	2
Baby Furniture	2
Detoxification	2
Disabilities and Health Cond	2
Sweat Equity Programs	1
Discrimination Assistance	1
Young Adults	1
Housing Development	1
Smoking Cessation Support	1

Boilermakers	1
Unemployed Individuals	1
Bus Fare	1
Public Housing	1
Cancer	1
Section 8 Housing Residents	1
Affordable Care Act Insurance	1
Drug Detoxification	1
African American Communities	1
Hospital Beds	1
Companionship	1
Ex-Offenders	1
Fresh Food	1
Prison Ministries	1
Friendly Outreach Programs	1
Rehabilitation/Habilitation Services	1
Furnace Maintenance/Repairs	1
Runaway/Youth Shelters	1
Career Counseling	1
Senior Ride Programs	1
Air Pollution Control/Fuel Efficiency	1
Christian Churches	1
Comprehensive Outpatient Services	1
Blood Donor Stations	1
Conservation	1
Assistive Technology Equipment	1
Career Development	1
Transportation	1
Individual Development Accounts	1
Eviction Prevention Legal Assistance	1
Adult Residential Treatment	1
Food Banks/Food Distribution	1
Gay/Lesbian/Bisexual/Transgender	1
Child Passenger Safety Seats	1
Inpatient Substance Use Disorder	1
Protective/Restraining Orders	1
GED/High School Equivalency	1
Family Violence Prevention	1
Consumer Issues	1
Bipolar Disorder	1
Credit Counseling	1
Homeless Families	1
General Expectant/New Parents	1
Scholarships	1
Crime Prevention Volunteer	1
Homeless Motel Vouchers	1
Legal Information Lines	1

Sewer Service Payment Ass	1
Legal Issues	1
Social Security Disability Insi	1
Family Based Services	1
State Police	1
Central Intake/Assessment f	1
Dual Diagnosis	1
Libraries	1
Supportive Housing Expense	1
Life Skills Education	1
Homelessness Prevention P	1
Criminal Justice and Legal S	1
At Risk Youth	1
Local Government Complain	1
Adoption Evaluation/Placem	1
Group Advocacy	1
Transportation Issues	1
Alcohol Detoxification	1
Energy/Water Conservation	1
Crisis Shelter	1
Veterans With Disabilities	1
Alcohol Related Crisis Interv	1
Volunteer Service Programs	1
Males	1
WIC	1
Marriage Counseling	1
Prescription Drugs for Specif	1
Meals	1
Prescription Medication Serv	1
Guardians ad Litem	1
Home Safety Evaluations	1
Gynecology Services	1
Psychiatric Disorder Course	1
Hate Crime Issues	1
Public Utility Regulation/Dere	1
Health Care	1
Regulations/Standards	1
Health Issues	1
Homebuyer/Home Purchase	1
Medical Public Assistance P	1
Repair Services	1
Men	1
Residential Alcohol Use Disc	1
Anger Management	1
Residential Treatment Facilit	1
Mental Health Assessment a	1
Salvationist Community	1

Mental Health Care Facilities	1
Fire Services	1
Animal Adoption	1
Senior Centers	1
Adult Day Programs	1
CHIP Programs	1
Mercy Transportation	1
Service Cost Payment Assis	1
Money Management	1
Addictions/Dependencies Iss	1
Disability Related Transport	1
Sober Living Homes	1
Animal Rescue	1
Social Security Retirement R	1
Hearing Aid Referrals	1
Donation Pickups	1
Nursing Assistants	1
State Tax Collection Agencie	1
Obstetrics/Gynecology	1
Drug Use Disorders	1
Occupational Health and Saf	1
Chronically Homeless	1
Older Adult/Aging Issues	1
Clinical Psychiatric Evaluatio	1
Child Care Centers	1
Supportive Substance Use C	1
Family Counseling	1
Elderly/Disabled Home Rent	1
Online Tax Preparation/E-Fil	1
Tax Information	1
Opioid Detoxification	1
Addictions/Substance Use D	1
Home Construction Loans	1
Adoption Counseling and Su	1
Outreach Programs	1
Automobiles	1
Parent Counseling	1
Employment Preparation	1
Family Law	1
Transportation Information C	1
Parenting Issues	1
Energy Conservation	1
Child Care Provider Referral	1
Utility Bill Payment Plans	1
Home Rehabilitation Grants	1
911 Services	1
Family Planning Issues	1

Ex-Offender Halfway House:	1
Discounted Electric Service	1
Victim's Rights Groups	1
Post Disaster Housing Assis	1
Clothing Donation Programs	1
Pregnant Women	1
Baby Clothing/Diaper Donati	1
Prejob Guidance	1
Welfare to Work Programs	1
Prenatal Care	1
Women's Centers	1
Home Rehabilitation Prograr	1
AARP Tax Aide Programs	1
Prescription Drug Patient As	1
Household Goods Donation	1
Grand Total	1917



# March 2017

Total Contacts	
Chat	Text
3.45%	0.00%
6.90%	0.00%
10.34%	0.00%
13.79%	0.00%
44.83%	0.00%
6.90%	0.00%
13.79%	0.00%
<b>100.00%</b>	<b>0.00%</b>

Contact Times
After Hours
Day Staff
<b>Grand Total</b>

CCR
Weekdays
Weekends & Holidays
<b>Grand Total</b>

Web Sessions
New Visitor
Returning Visitor
<b>Grand Total</b>

Level 1 Needs
B - Basic Needs
D - Consumer Services
F - Criminal Justice and Legal Services
H - Education
J - Environment and Public Health/Safety
L - Health Care
N - Income Support and Employment
P - Individual and Family Life
R - Mental Health and Substance Use Disorder Services
T - Organizational/Community/International Services
Y - Target Populations
Left Blank
<b>Grand Total</b>

Basic Needs
<b>BD - Food</b>
<b>BH - Housing/Shelter</b>
<b>BM - Material Goods</b>
<b>BT - Transportation</b>
<b>BV - Utilities</b>
<b>Grand Total</b>



















Total
286
924
<b>1210</b>

Total
93
156
<b>249</b>

Total
442
939
<b>1381</b>

Count
837
172
50
2
8
43
65
57
98
188
193
204
<b>1917</b>

Count
84
541
63
12
137
<b>837</b>