

SEPA August 2017

| County | Highmark | | | CCR | | | Totals | | | % of Total Contacts | | |
|---------------------|-------------|-----------|-----------|------------|-----------|-----------|-------------|-----------|-----------|---------------------|----------------|--------------|
| | Calls | Chat | Text | Calls | Chat | Text | Calls | Chat | Text | Calls | Chat | Text |
| BUCKS | 54 | 1 | 1 | 23 | 0 | 1 | 77 | 1 | 2 | 4.79% | 1.85% | 0.00% |
| CHESTER | 60 | 1 | | 19 | 1 | 4 | 79 | 2 | 4 | 4.91% | 3.70% | 0.00% |
| DELAWARE | 61 | 1 | 3 | 32 | 5 | 6 | 93 | 6 | 9 | 5.78% | 11.11% | 0.00% |
| MONTGOMERY | 193 | 1 | 2 | 48 | 1 | 8 | 241 | 2 | 10 | 14.98% | 3.70% | 0.00% |
| PHILADELPHIA | 720 | 10 | 28 | 189 | 17 | 31 | 909 | 27 | 59 | 56.49% | 50.00% | 0.00% |
| Other | 133 | 3 | 1 | 14 | 12 | 1 | 147 | 15 | 2 | 9.14% | 27.78% | 0.00% |
| Unknown | 39 | 1 | 2 | 24 | 0 | 1 | 63 | 1 | 3 | 3.92% | 1.85% | 0.00% |
| Grand Total | 1260 | 18 | 37 | 349 | 36 | 52 | 1609 | 54 | 89 | 100.00% | 100.00% | 0.00% |

| Contact Times | Total |
|--------------------|-------------|
| After Hours | 437 |
| Day Staff | 1315 |
| Grand Total | 1752 |

| CCR | Total |
|---------------------|------------|
| Weekdays | 298 |
| Weekends & Holidays | 139 |
| Grand Total | 437 |

| Web Sessions | Total |
|--------------------|--------------|
| New Visitor | 769 |
| Returning Visitor | 404 |
| Grand Total | 1,173 |

| Presenting Needs | Total |
|-------------------------------------|-------|
| Rent Payment Assistance | 210 |
| Food Pantries | 183 |
| 211 Lead Agencies | 165 |
| Electric Service Payment As (blank) | 140 |
| Home Rental Listings | 111 |
| Homeless Shelter | 103 |
| Rental Deposit Assistance | 84 |
| Gas Service Payment Assis | 83 |
| 211 Systems | 60 |
| Housing Expense Assistan | 55 |
| Utility Deposit Assistance | 44 |
| Clothing | 43 |
| Housing Search and Inform | 42 |
| Water Service Payment Ass | 41 |
| Housing Counseling | 35 |
| Directory Assistance | 32 |
| Emergency Shelter | 32 |
| Emergency Shelter Clearing | 31 |
| Comprehensive Job Assista | 31 |
| Utility Service Payment Ass | 30 |
| Housing Authorities | 27 |
| Diapers | 24 |
| Furniture | 19 |
| Job Search/Placement | 19 |
| Disaster Donations Coordin | 19 |
| Housing Search Assistance | 19 |
| Information and Referral | 18 |
| Research | 17 |
| Community Shelters | 17 |
| Housing/Shelter | 17 |
| Mortgage Payment Assistan | 16 |
| Crisis Intervention Hotlines/l | 15 |
| Aging and Disability Resour | 15 |
| Low Income/Subsidized Priv | 14 |
| Homeless People | 14 |
| Food Stamps/SNAP | 14 |
| Older Adults | 14 |
| Transitional Housing/Shelter | 12 |
| Emergency Food | 12 |
| Free School Supplies | 11 |
| Soup Kitchens | 11 |
| Benefits Assistance | 11 |
| Families | 11 |
| Utility Service Complaints | 11 |
| Domestic Violence Hotlines | 10 |
| Independent Living Commu | 10 |
| Comprehensive Information | 9 |
| Topical Identifiers/Issues | 9 |
| School Supplies | 9 |
| Adults With Disabilities/Hea | 9 |
| Low Income/Subsidized Rer | 9 |
| Landlord/Tenant Assistance | 9 |
| Domestic Violence Shelters | 8 |
| Home Maintenance and Min | 8 |
| Individual and Family Supp | 8 |
| Home Delivered Meals | 8 |
| Domestic Violence Issues | 8 |
| Veterans | 7 |
| Medical Appointments Tran | 7 |
| Children's Clothing | 7 |
| Temporary Financial Assis | 7 |
| Home Rehabilitation Progra | 7 |
| Senior Housing Information | 7 |
| Homeless Drop In Centers | 7 |
| At Risk for Homelessness | 7 |
| Low Income | 7 |
| General Legal Aid | 6 |
| Thrift Shops | 6 |
| Specialized Information and | 6 |
| Homeless Families | 6 |
| Living Situation/Housing St | 6 |
| Training and Employment P | 6 |
| Hunger/Food Issues | 5 |
| Substance Use Disorder Tre | 5 |

| Level 1 Needs | Count |
|-------------------------------------------------------|-------------|
| B - Basic Needs | 1573 |
| D - Consumer Services | 27 |
| F - Criminal Justice and Legal Services | 51 |
| H - Education | 29 |
| J - Environment and Public Health/Safety | 6 |
| L - Health Care | 36 |
| N - Income Support and Employment | 114 |
| P - Individual and Family Life | 69 |
| R - Mental Health and Substance Use Disorder Services | 81 |
| T - Organizational/Community/International Services | 370 |
| Y - Target Populations | 174 |
| Left Blank | 111 |
| Grand Total | 2641 |

| Basic Needs | Count |
|-----------------------------|-------------|
| BD - Food | 230 |
| BH - Housing/Shelter | 873 |
| BM - Material Goods | 125 |
| BT - Transportation | 21 |
| BV - Utilities | 324 |
| Grand Total | 1573 |