

SEPA July 2017

County	Highmark			CCR			Totals			% of Total Contacts		
	Calls	Chat	Text	Calls	Chat	Text	Calls	Chat	Text	Calls	Chat	Text
BUCKS	35	1	0	16	1	2	51	2	2	3.68%	3.08%	0.00%
CHESTER	61	1	1	17	5	4	78	6	5	5.64%	9.23%	0.00%
DELAWARE	86	1	1	31	3	1	117	4	2	8.45%	6.15%	0.00%
MONTGOMERY	211	4	1	35	6	4	246	10	5	17.77%	15.38%	0.00%
PHILADELPHIA	553	12	5	175	8	15	728	20	20	52.60%	30.77%	0.00%
Other	110	9	2	13	9	0	123	18	2	8.89%	27.69%	0.00%
Unknown	16	3	0	25	2	0	41	5	0	2.96%	7.69%	0.00%
Grand Total	1072	31	10	312	34	26	1384	65	36	100.00%	100.00%	0.00%

Contact Times	Total
After Hours	372
Day Staff	1113
Grand Total	1485

CCR	Total
Weekdays	207
Weekends & Holidays	165
Grand Total	372

Web Sessions	Total
New Visitor	730
Returning Visitor	321
Grand Total	1,051

Presenting Needs	Total
Rent Payment Assistance	164
Electric Service Payment As	150
Food Pantries	135
211 Lead Agencies	121
(blank)	118
Home Rental Listings	90
Homeless Shelter	76
211 Systems	71
Housing Expense Assistant	60
Housing Search and Inform	57
Rental Deposit Assistance	57
Housing Counseling	47
Summer Food Service Prog	38
Gas Service Payment Assis	37
Housing Authorities	34
Water Service Payment Ass	31
Emergency Shelter Clearing	29
Emergency Shelter	26
Older Adults	24
Job Search/Placement	22
Research	21
Directory Assistance	20
Housing Search Assistance	19
Diapers	18
Clothing	18
Utility Deposit Assistance	18
Furniture	17
Benefits Assistance	16
Community Shelters	16
Transitional Housing/Shelter	15
Homeless People	15
Utility Bill Payment Plans	15
Utility Service Payment Ass	15
Adults With Disabilities/Hea	14
Comprehensive Job Assista	13
Formula/Baby Food	12
Families	12
Soup Kitchens	12
Aging and Disability Resour	12
Utility Service Complaints	11
People With Disabilities/Hea	11
Low Income/Subsidized Priv	11
Emergency Food	10
Housing/Shelter	10
Temporary Financial Assista	9
Mental Health Hotlines	9
Crisis Intervention Hotlines/I	9
Information and Referral	9
TANF	8
Domestic Violence Hotlines	8
Medicaid Applications	8
Veterans	8
Specialized Information and	8
Mortgage Payment Assistan	7
Mental Health and Substanc	7
Food Stamps/SNAP	7
Tenant Rights Information/C	7
Home Rehabilitation Progra	7
Domestic Violence Shelters	7
Government Information Lir	7
Supportive Housing	7
Landlord/Tenant Assistance	7
Comprehensive Information	6
Thrift Shops	6
Affordable Care Act Insuran	6
Community Mental Health A	5
Individual Counseling	5
School Supplies	5
Outreach Programs	5
Undesignated Temporary Fi	5
Case/Care Management	5

Level 1 Needs	Count
B - Basic Needs	1371
D - Consumer Services	29
F - Criminal Justice and Legal Services	60
H - Education	16
J - Environment and Public Health/Safety	1
L - Health Care	44
N - Income Support and Employment	90
P - Individual and Family Life	46
R - Mental Health and Substance Use Disorder Services	96
T - Organizational/Community/International Services	307
Y - Target Populations	176
Left Blank	118
Grand Total	2354

Basic Needs	Count
BD - Food	218
BH - Housing/Shelter	787
BM - Material Goods	80
BT - Transportation	13
BV - Utilities	273
Grand Total	1371