

SEPA June 2017

County	Highmark			CCR			Totals			% of Total Contacts		
	Calls	Chat	Text	Calls	Chat	Text	Calls	Chat	Text	Calls	Chat	Text
BUCKS	41	1	1	35	0	7	76	1	8	4.66%	2.13%	24.24%
CHESTER	78	2	1	23	0	3	101	2	4	6.19%	4.26%	12.12%
DELAWARE	128	2	0	23	1	1	151	3	1	9.25%	6.38%	3.03%
MONTGOMERY	310	4	0	58	3	2	368	7	2	22.55%	14.89%	6.06%
PHILADELPHIA	625	13	1	150	4	14	775	17	15	47.49%	36.17%	45.45%
Other	95	11	0	13	2	0	108	13	0	6.62%	27.66%	0.00%
Unknown	26	3	0	27	1	3	53	4	3	3.25%	8.51%	9.09%
Grand Total	1303	36	3	329	11	30	1632	47	33	100.00%	100.00%	100.00%

Presenting Needs Total

Rent Payment Assistance	232
Electric Service Payment Assistance	202
211 Lead Agencies	171
Food Pantries	157
Summer Food Service Programs	148
(blank)	142
Homeless Shelter	85
Home Rental Listings	60
Rental Deposit Assistance	47
Housing Counseling	47
Gas Service Payment Assistance	45
Directory Assistance	41
211 Systems	40
Housing Search and Information	39
Emergency Shelter	35
Water Service Payment Assistance	35
Housing Expense Assistance	35
Utility Bill Payment Plans	32
Research	30
Emergency Shelter Clearinghouses	22
Crisis Intervention Hotlines/Helpines	21
Housing Search Assistance	21
Utility Service Payment Assistance	20
Diapers	20
Housing Authorities	20
Aging and Disability Resource Cent	20
Community Shelters	19
Homeless People	18
Job Search/Placement	17
Clothing	17
Soup Kitchens	17
Benefits Assistance	16
Temporary Financial Assistance	15
Older Adults	15
Low Income/Subsidized Private Ren	15
Housing/Shelter	15
Information and Referral	14
Specialized Information and Referra	14
Mortgage Payment Assistance	13
Comprehensive Job Assistance Cer	13
Home Rehabilitation Programs	13
Emergency Food	13
Low Income	13
Utility Service Complaints	12
Food Stamps/SNAP	11
Families	11
Transitional Housing/Shelter	11
Government Information Lines	10
Undesignated Temporary Financial	10
Adults With Disabilities/Health Cond	10
Furniture	10
Case/Care Management	10
Domestic Violence Shelters	9
People With Disabilities/Health Conc	9
Section 8 Housing Choice Vouchers	8
Street Outreach Programs	8
Veterans	7
Individual and Family Support Serv	7
Substance Use Disorder Treatment	7
Homeless Men	7
Mental Health Hotlines	7
Rapid Re-Housing Programs	7
Independent Living Communities/Cc	6
Inpatient Substance Use Disorder Ti	6
Substance Use Disorder Services	6
Utility Deposit Assistance	6
Topical Identifiers/Issues	6
Detoxification	6
Residential Substance Use Disorder	6
Emergency Funds	6
Low Income/Subsidized Rental Hou	6
Homeless Families	5
Tenant Rights Information/Counselir	5
TANF	5
Ex-Offenders	5

Contact Times	Total
After Hours	370
Day Staff	1342
Grand Total	1712

CCR	Total
Weekdays	224
Weekends & Holidays	146
Grand Total	370

Web Sessions	Total
New Visitor	692
Returning Visitor	459
Grand Total	1151

Level 1 Needs	Count
B - Basic Needs	1626
D - Consumer Services	25
F - Criminal Justice and Legal Services	55
H - Education	7
J - Environment and Public Health/Safety	5
L - Health Care	47
N - Income Support and Employment	97
P - Individual and Family Life	72
R - Mental Health and Substance Use Disorder Services	135
T - Organizational/Community/International Services	371
Y - Target Populations	213
Left Blank	142
Grand Total	2795

Basic Needs	Count
BD - Food	354
BH - Housing/Shelter	814
BM - Material Goods	90
BT - Transportation	20
BV - Utilities	348
Grand Total	1626