

SEPA May 2017

County	Highmark			CCR			Totals			% of Total Contacts		
	Calls	Chat	Text	Calls	Chat	Text	Calls	Chat	Text	Calls	Chat	Text
BUCKS	52	3	0	14	0	2	66	3	2	4.55%	7.69%	7.14%
CHESTER	44	3	0	12	1	2	56	4	2	3.86%	10.26%	7.14%
DELAWARE	158	0	1	43	3	5	201	3	6	13.84%	7.69%	21.43%
MONTGOMERY	243	5	0	38	3	2	281	8	2	19.35%	20.51%	7.14%
PHILADELPHIA	530	6	3	160	9	13	690	15	16	47.52%	38.46%	57.14%
Other	99	6	0	12	0	0	111	6	0	7.64%	15.38%	0.00%
Unknown	15	0	0	32	0	0	47	0	0	3.24%	0.00%	0.00%
Grand Total	1141	23	4	311	16	24	1452	39	28	100.00%	100.00%	100.00%

Contact Times	Total
After Hours	351
Day Staff	1168
Grand Total	1519

CCR	Total
Weekdays	227
Weekends & Holidays	124
Grand Total	351

Web Sessions	Total
New Visitor	651
Returning Visitor	478
Grand Total	1129

Presenting Needs	Total
Electric Service Payment Assistance	222
Rent Payment Assistance	202
(blank)	166
Food Pantries	132
211 Lead Agencies	103
Home Rental Listings	91
Utility Service Payment Assistance	85
Homeless Shelter	82
Housing Counseling	69
Gas Service Payment Assistance	49
Housing Authorities	45
Rental Deposit Assistance	45
Water Service Payment Assistance	43
Housing Search and Information	42
211 Systems	42
Emergency Shelter	38
Comprehensive Information and Re	36
Housing Expense Assistance	33
Housing Search Assistance	30
Research	27
Emergency Shelter Clearinghouses	23
Clothing	22
Diapers	21
Directory Assistance	21
Comprehensive Job Assistance Cer	20
Older Adults	20
Information and Referral	19
Crisis Intervention Hotlines/Helpline	18
Substance Use Disorder Treatment	18
Emergency Food	17
Low Income/Subsidized Private Rer	17
Benefits Assistance	16
Mortgage Payment Assistance	16
Transitional Housing/Shelter	16
Housing/Shelter	15
Families	15
Utility Service Complaints	15
Community Shelters	14
Subsidized Rental Housing Residen	12
Specialized Information and Referr	11
Food Stamps/SNAP	11
Utility Bill Payment Plans	10
Aging and Disability Resource Centr	10
Landlord/Tenant Assistance	10
Talklines/Warmlines	9
Homeless People	9
Thrift Shops	9
Furniture	9
Outpatient Mental Health Facilities	9
Job Search/Placement	9
Adults With Disabilities/Health Conc	9
Individual Counseling	9
Community Mental Health Agencies	8
Mental Health Hotlines	8
Low Income	8
Supportive Substance Use Disorder	8
Emergency Funds	7
Street Outreach Programs	7
At Risk for Homelessness	7
Furniture/Home Furnishings Donatic	7
Temporary Financial Assistance	7
Residential Substance Use Disorder	7
Individual and Family Support Servi	7
Veterans	7
Detoxification	7
Supportive Housing Placement/Ref	6
Government Information Lines	6
Substance Use Disorder Services	6
Soup Kitchens	6
Supportive Housing	6
Home Maintenance and Minor Rep	6
General Legal Aid	6
Case/Care Management	6
Low Income/Subsidized Rental Hou	6
Tenant Rights Information/Counseli	5

Level 1 Needs	Count
B - Basic Needs	1544
D - Consumer Services	38
F - Criminal Justice and Legal Services	66
H - Education	3
J - Environment and Public Health/Safety	3
L - Health Care	33
N - Income Support and Employment	82
P - Individual and Family Life	54
R - Mental Health and Substance Use Disorder Services	164
T - Organizational/Community/International Services	310
Y - Target Populations	171
Left Blank	166
Grand Total	2634

Basic Needs	Count
BD - Food	173
BH - Housing/Shelter	857
BM - Material Goods	83
BT - Transportation	12
BV - Utilities	419
Grand Total	1544