

SEPA November 2017

County	Highmark			CCR			Totals			% of Total Contacts		
	Calls	Chat	Text	Calls	Chat	Text	Calls	Chat	Text	Calls	Chat	Text
BUCKS	57	2	2	25	1	1	82	3	3	5.67%	5.36%	1.54%
CHESTER	38	1	2	17	0	1	55	1	3	3.80%	1.79%	1.54%
DELAWARE	71	3	2	25	2	7	96	5	9	6.64%	8.93%	4.62%
MONTGOMERY	204	4	4	38	3	4	242	7	8	16.74%	12.50%	4.10%
PHILADELPHIA	620	16	87	167	7	84	787	23	171	54.43%	41.07%	87.69%
Other	116	8	0	23	4	1	139	12	1	9.61%	21.43%	0.51%
Unknown	18	5	0	27	0	0	45	5	0	3.11%	8.93%	0.00%
Grand Total	1124	39	97	322	17	98	1446	56	195	100.00%	100.00%	100.00%

Presenting Needs	Total
Food Pantries	217
Rent Payment Assistance	214
211 Lead Agencies	133
(blank)	125
Housing Expense Assistanc	103
Home Rental Listings	101
Housing Search and Inform:	88
Homeless Shelter	85
Electric Service Payment As	84
Holiday Gifts/Toys	62
211 Systems	55
Housing Counseling	53
Housing Authorities	44
Clothing	43
Low Income/Subsidized Priv	41
Gas Service Payment Assis	38
Directory Assistance	37
Research	35
Emergency Shelter	33
Comprehensive Job Assista	32
Emergency Shelter Clearing	31
Water Service Payment Ass	27
Thanksgiving Baskets	25
Heating Fuel Payment Assis	25
Benefits Assistance	23
Utility Service Payment Assi	22
Rental Deposit Assistance	22
Housing/Shelter	22
Housing Search Assistance	21
Low Income/Subsidized Rer	20
Thanksgiving Meals	20
Employment	18
Furniture	18
Homeless People	16
Home Rehabilitation Progra	16
Veterans	15
Training and Employment P	15
Emergency Food	14
Christmas Baskets	14
Older Adults	14
Specialized Information and	14
Transitional Housing/Shelter	14
Diapers	14
Individual and Family Suppc	14
Information and Referral	14
Appliance Repair	13
Employment Preparation	13
Case/Care Management	13
Winter Clothing	12
Comprehensive Information	11
Community Shelters	11
Mortgage Payment Assistan	11
Crisis Intervention Hotlines/	11
Soup Kitchens	11
Thrift Shops	10
Topical Identifiers/Issues	10
Job Search/Placement	10
Adults With Disabilities/Heal	9
Holiday Programs	9
Aging and Disability Resourc	9
Hispanic/Latino Community	9
Families	9
Public Housing	8
Temporary Financial Assista	8
Supportive Housing Placem	8
Single Mothers	8

Contact Times	Total
After Hours	437
Day Staff	1260
Grand Total	1697

CCR	Total
Weekdays	238
Weekends & Holidays	197
Grand Total	435

Web Sessions	Total
New Visitor	1441
Returning Visitor	507
Grand Total	1,948

Level 1 Needs	Count
B - Basic Needs	1658
D - Consumer Services	20
F - Criminal Justice and Legal Services	71
H - Education	11
J - Environment and Public Health/Safety	5
L - Health Care	39
N - Income Support and Employment	144
P - Individual and Family Life	224
R - Mental Health and Substance Use Disorder Services	96
T - Organizational/Community/International Services	357
Y - Target Populations	1
Left Blank	201
Grand Total	2827

Basic Needs	Count
BD - Food	271
BH - Housing/Shelter	1037
BM - Material Goods	129
BT - Transportation	13
BV - Utilities	208
Grand Total	1658