HELP STARTS HERE

2-1-1 SEPA
2017-18 Annual Report

Need help? Dial 2-1-1 or text your zip code to 898-211. Or contact us via chat on 211sepa.org
DEAR FRIENDS

This year, 2-1-1 SEPA, in partnership with United Way, made great strides in creating greater awareness around 2-1-1 as a critical helpline to local resources for individuals and families in need. More than 22,660 individuals called 2-1-1 seeking connections to local programs and services in Southeastern Pennsylvania. An additional 17,473 individuals visited the 2-1-1 website, as well as used our online chat and texting features.

Notably, we are expanding our service partnerships and developing more responsive ways to combat homelessness in local communities. Together, we are working to ensure more individuals and families who are at-risk of facing eviction or currently experiencing homelessness connect with a 2-1-1 call specialist who can understand the kind of support they need and guide them to the right help. In 2017-18, we established a local Montgomery County partnership that is helping us serve this population comprehensively and holistically.

2-1-1 SEPA now serves as the central intake point for Your Way Home Montgomery County, the county’s unified and coordinated crisis response system for families and individuals experiencing — or at-risk of — homelessness. In addition to being assessed for emergency housing quickly and efficiently, callers to 2-1-1 SEPA will also have access to the full array of health and human service resources available through the system.

We are grateful to the many individual donors who have contributed to our growth and system improvements. Thank you for supporting and sustaining 2-1-1 SEPA and all the great work we are doing together throughout Bucks, Chester, Delaware, Montgomery and Philadelphia counties. We look forward to developing and strengthening our partnerships and resources with your continued investments.

Sara McCullough
Associate Vice President, Impact
United Way of Greater Philadelphia and Southern New Jersey
Whether you need help finding child care, food assistance, care for an aging parent, or utility assistance, 2-1-1 is where to turn. Our trained resource navigators specialize in finding you the help you need, for any of life’s tough situations, from our comprehensive (and ever-growing) database of social services.

2017-18 At A Glance

- **22,660** Total Contacts
- **1,835** Text and Chat Contacts
- **2,314** Basic Needs Assistance Contacts
- **8,602** Dual Needs
- **17,833** Unique Website Visits

Contacts by County:

- **Chester**: 935
- **Montgomery**: 5,128
- **Bucks**: 1,028
- **Philadelphia**: 11,079
- **Delaware**: 1,715

Undetermined: 7%
Help For Those Who Served

Rick, a 67-year-old veteran, knew that real estate values were rising in his neighborhood. Still, he was shocked when his rent became more than he could afford, and his landlord told him he’d have to leave by the end of the month. Rick was almost out of time when he called 2-1-1 SEPA.

The Resource Navigator gave Rick a number of referrals for housing search assistance, including agencies that help seniors, veterans, and people with disabilities. Rick connected with a case manager at Veterans Multi-Service Center who is relocating him to low-cost transitional housing. He’ll be closer to family there, and they can help, too, now that he has more time to find a permanent place. Rick feels much better; with 2-1-1’s help, moving won’t be as difficult as he’d feared.

"2-1-1 SEPA helped when I didn’t know how to look for affordable housing.”
“The greatest benefit is the local person-centered responses, referrals and resources for people receiving services in Montgomery County.”

-Kayleigh Silver, program manager, Your Way Home

Your Way Home Montgomery County

Last March, 2-1-1 SEPA received a phone call from Beth* in Montgomery County who didn’t know where she and her children would be sleeping that night. Fortunately, the 2-1-1 Resource Navigator knew exactly how to help, as 2-1-1 SEPA became the central intake point this year for Your Way Home Montgomery County. This program serves as the county’s unified and coordinated crisis response system for families and individuals experiencing or at-risk of homelessness. The trained Resource Navigator was able to assess Beth’s needs over the phone and quickly relay those important details to Your Way Home’s outreach team director to take action. That night, Beth and her family were able to stay in an emergency shelter, as a Your Way Home caseworker started working on a more long-term assistance plan.

We highlight Your Way Home Montgomery County as a partner of 2-1-1 SEPA

It’s shocking that on any given day in our local communities, thousands of families face homelessness. But it is the reality and the reason why Your Way Home was established in 2014 — to combat homelessness in Montgomery County and find solutions. Through hard work and dedication to this issue, homelessness in the county has dropped by an impressive 37 percent in one year, according to Point in Time national data.

“We are incredibly excited to have 2-1-1 SEPA as a partner in this work. Callers will receive the best help available in the moment,” said Kayleigh Silver, Your Way Home program manager.

“Our community is served best when local partners come together to provide comprehensive, easy-to-access care for people when they are at a vulnerable and difficult time,” said Valerie Arkoosh, chair of the Montgomery County Board of Commissioners. “The work of Your Way Home Montgomery County and 2-1-1 SEPA is a great example of an approach that makes sense and delivers results.”

The coordinated efforts between 2-1-1 SEPA and Your Way Home are life-changing. Each day, this partnership is helping more children, individuals, and families in Montgomery County find a path to stability.

*Name has been changed to protect privacy
FEATURED CALLS

“The caller was able to receive clothing from a local agency after staying persistent in her search. It had to be difficult for her after undergoing surgery and relocating to a new area.”

2-1-1 SEPA Resource Navigator

“I was broken-hearted from missing my kids. 2-1-1 SEPA helped me fight to see them again.”

Kayla, 21, hasn’t seen her children since their father took them and moved out of state. He claims it’s for the best, but she misses her babies so much. He won’t even let her talk to them. Kayla’s been working hard to get her life back on track. She’s prepared to petition for legal custody, but she can’t afford a lawyer. When she texted 2-1-1 SEPA, the Resource Navigator directed Kayla to the local legal aid office. She also referred Kayla to agencies that could help her find a better job, counseling, more affordable housing, and formula, diapers, clothes, and other essential baby items. Kayla’s hopeful now; she’ll have free legal counsel at her court date next month. Thanks to 2-1-1, she’s ready to make a good home for her kids.

Top Five Needs in 2017-18

<table>
<thead>
<tr>
<th>Need</th>
<th>Count</th>
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<tbody>
<tr>
<td>Electric Service</td>
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<tr>
<td>Rent Payments</td>
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<td>Food Pantries</td>
<td>1,871</td>
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<tr>
<td>Homeless Shelter</td>
<td>1,278</td>
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<tr>
<td>Home Rental Listings</td>
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</tbody>
</table>
"The Philadelphia region is fortunate to have MOMOBILE helping new parents with a limited income provide for their child."

2-1-1SEPA Resource Navigator

"I was scared, in trouble, and in a new town. I didn’t know anyone, but I knew I could call 2-1-1."

Abby, 44, has had a series of setbacks in the short time since she moved to the area. She didn’t know where to turn for help. She was hungry, had nowhere to stay, and was struggling with anxiety and depression. She remembered that people in her hometown could dial 2-1-1 for help, so she tried it herself. At 2-1-1 SEPA, the Resource Navigator told Abby about two nearby emergency food cupboards. She also gave Abby several homeless resources to call after she’d had something to eat. Now Abby’s in an emergency shelter she found through those referrals, where she’ll get help finding a permanent, supportive housing placement and mental health services. She feels safer and more supported than she has in a long time.