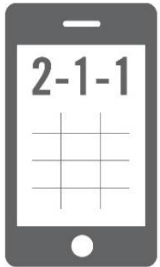




PA 2-1-1 Southeast found me the help I needed to stay self-sufficient.
- Recent 2-1-1 caller



CONTACT VOLUME



116
PHONE

Last month: 165
Last year: 48



9
CHAT

Last month: 16
Last year: 1



6
TEXT

Last month: 11
Last year: 2

NEEDS



6

TAX

ORGANIZATION
and SERVICES



74

HOUSING



39

UTILITY
ASSISTANCE



8

MATERIAL
GOODS

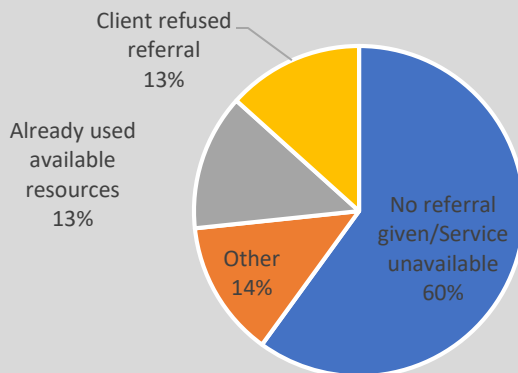


9

FOOD

If services don't exist to meet a contacts need or if they are deemed ineligible, 2-1-1 records that as an unmet need. In these cases, 2-1-1 resource navigators explore other services that may be of assistance.

REASON NEED UNMET



TOP NEEDS

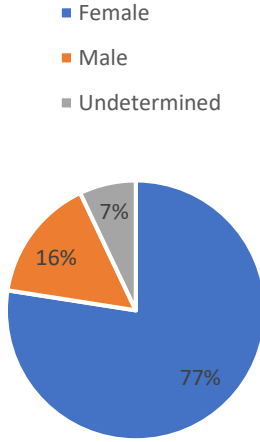
Electric Service Payment Assistance	29
Rent Payment Assistance	17
Housing Related Coordinated Entry	11
Benefits Assistance	10
Home Rental Listings	9
Total Needs	178

TOP UNMET NEEDS

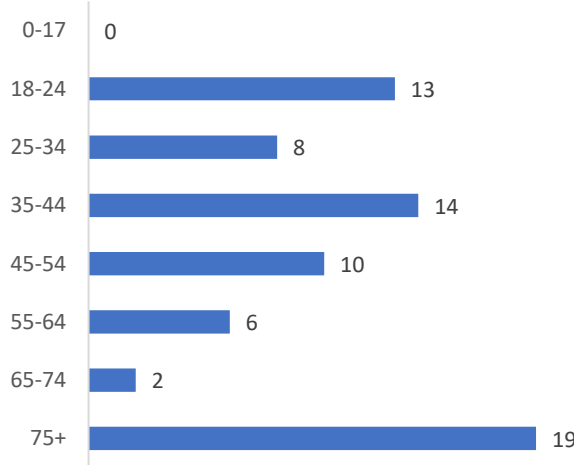
Electric Service Payment Assistance	5
Comprehensive Information and Referral	2
Heating Fuel Payment Assistance	2
Rent Payment Assistance	1
VITA Program Sites	1
Total Needs Unmet	15

DEMOGRAPHICS

GENDER



AGE



TOP ZIP CODES

19320	47	35.88%
19380	17	12.98%
19460	14	10.69%
19465	8	6.11%
19475	7	5.34%
19335	7	5.34%
19310	6	4.58%
19344	5	3.82%
19382	3	2.29%
19365	2	1.53%

TOP REFERRALS

LIHEAP (Energy Assistance, Utility Help) - Chester	12
Connect Points - Homelessness Services	12
Parkesburg Churches Community Outreach - Utility Service Payment Assistance	11
PA Housing Search Website	8
Chester County Department of Aging Services - CENTRAL INTAKE	6
Home of the Sparrow - Housing Search Assistance	5
Housing Options Program	5
Pathstone - Emergency Assistance	4
Tax Site Locator	4
Bucks-Chester-Montgomery Link to Aging and Disability Resources - Chester - CENTRAL INTAKE	3
Salvation Army - Emergency Rental Assistance - Wagontown	3
PECO Matching Energy Assistance Fund (MEAF)	3
Salvation Army - Emergency Utility Assistance - Coatesville	3
Emergency Shelter Allowance (ESA) - Chester	3

2-1-1 Thanks Our Sponsors

