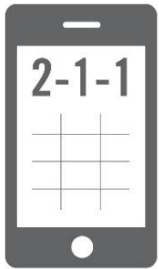




PA 2-1-1 Southeast found me the help I needed to stay self-sufficient.
- Recent 2-1-1 caller



CONTACT VOLUME



3236
PHONE
CONTACTS

Last month: 1892
Last year: 1419



1140
WEBSITE
VISITS

Last month: 1145
Last year: 1,990



257
CHAT & TEXT

Last month: 124
Last year: 139

NEEDS



HOUSING

1207



**UTILITY
ASSISTANCE**

714



FOOD

490



**HOLIDAY
PROGRAMS**

0



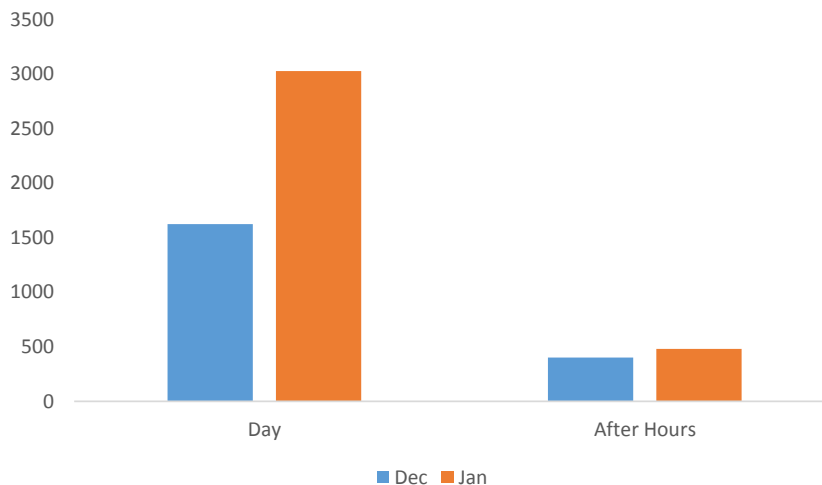
**TAX
ASSISTANCE**

32

TOP NEEDS

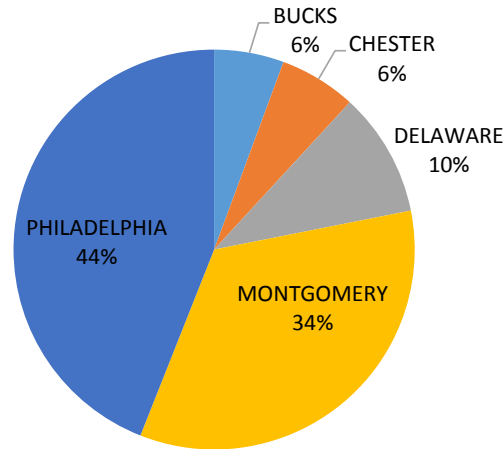
Electric Service Payment Assistance	491
Food Pantries	422
Rent Payment Assistance	258
Housing Related Coordinated Entry	234
Extreme Weather Shelters	115
211 Lead Agencies	104
Home Rental Listings	99
Homeless People	84
Homeless Shelter	83
Comprehensive Information and Referral	65
Total Needs	

CONTACTS: TIME OF DAY



PA 2-1-1 SOUTHEAST: January 2018

CONTACTS BY COUNTY



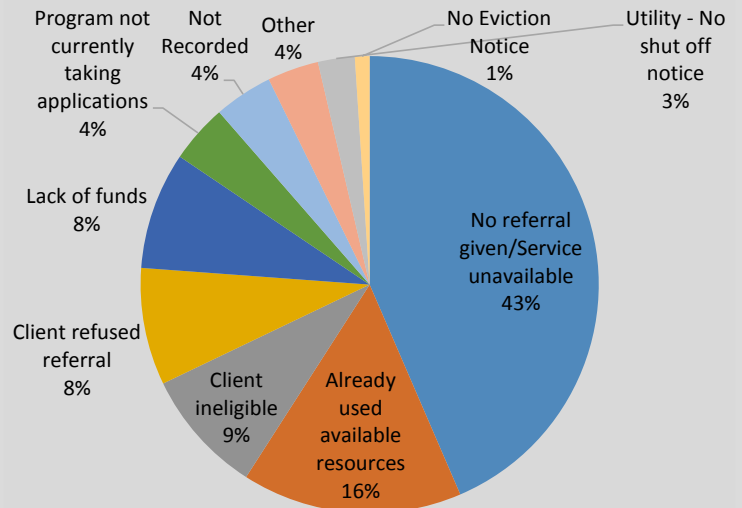
UNMET NEEDS

If services don't exist to meet an inquirer's 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.

TOP UNMET NEEDS

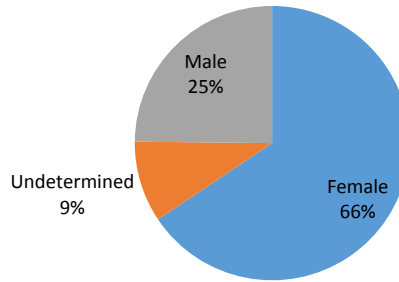
Comprehensive Information and Referral	34
Electric Service Payment Assistance	30
Rent Payment Assistance	18
Directory Assistance	9
Gas Service Payment Assistance	8
211 Lead Agencies	7
Housing Related Coordinated Entry	7
Extreme Weather Shelters	6
Rental Deposit Assistance	6
Total Needs Unmet	

REASON NEED UNMET

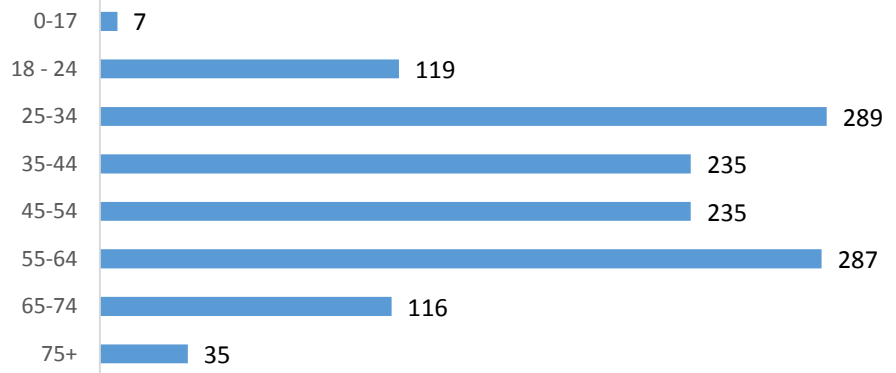


DEMOGRAPHICS

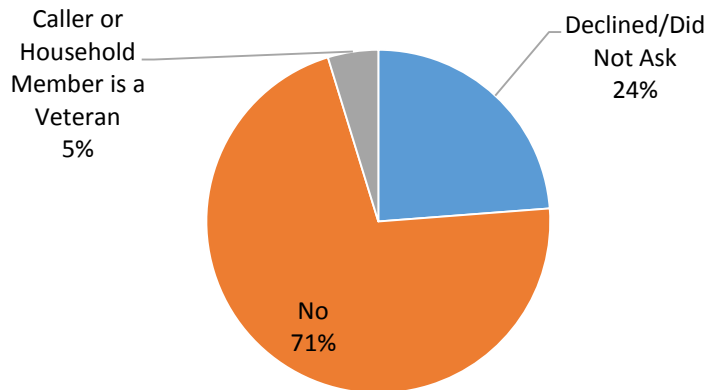
GENDER



AGE



MILITARY STATUS



PA 2-1-1 SOUTHEAST: January 2018

TOP REFERRALS

Your Way Home - Coordinated Shelter Entry and Additional Services - Montgomery; Norristown	223
Office of Supportive Housing - Emergency Assistance and Response Unit (EARU)	188
PA Housing Search Website	104
Search for a 2-1-1 or Information and Referral Service	63
CAADC - Utility Assistance	61
Utility Emergency Services Fund - Utility Emergency Grants	51
2-1-1 SE PA Important Information - Philly Food Finder	46
PECO - Assistance Programs - Utility Service Payment Assistance	44
Congreso de Latinos Unidos - Community Support Services	44
Trinity Evangelical Lutheran Church - Code Blue Shelter	40
Salvation Army - Homeless Shelter - Families with Children - Norristown	38
Office of Supportive Housing - AppleTree Center - Intake/Assessment for Women and Families	38
Catholic Social Services - Housing Search Assistance	37
2-1-1 US - Helpline Search	37
United Communities Southeast Philadelphia - Benefits Access Center	36
Manna on Main Street - Emergency Aid	35
Montgomery County Community Action Development Commission (CADCOM) - Emergency Utility Assistance Services	34
Liberty Resources - Housing	33
PECO Matching Energy Assistance Fund (MEAF)	31
Pennsylvania Link to Aging and Disability Resources Philadelphia County - CENTRAL INTAKE	29
Missionary Sisters of Charity - Single Women's Shelter - Montgomery; Norristown	29
Montgomery County Housing Authority - Housing Choice Voucher Program	27
Philadelphia Corporation for Aging - Emergency Fund for Older Philadelphians	26
LIHEAP (Energy Assistance, Utility Help) - Crosby	26
2-1-1 SE PA Important Information - WhyHunger	26

PA 2-1-1 SOUTHEAST: January 2018