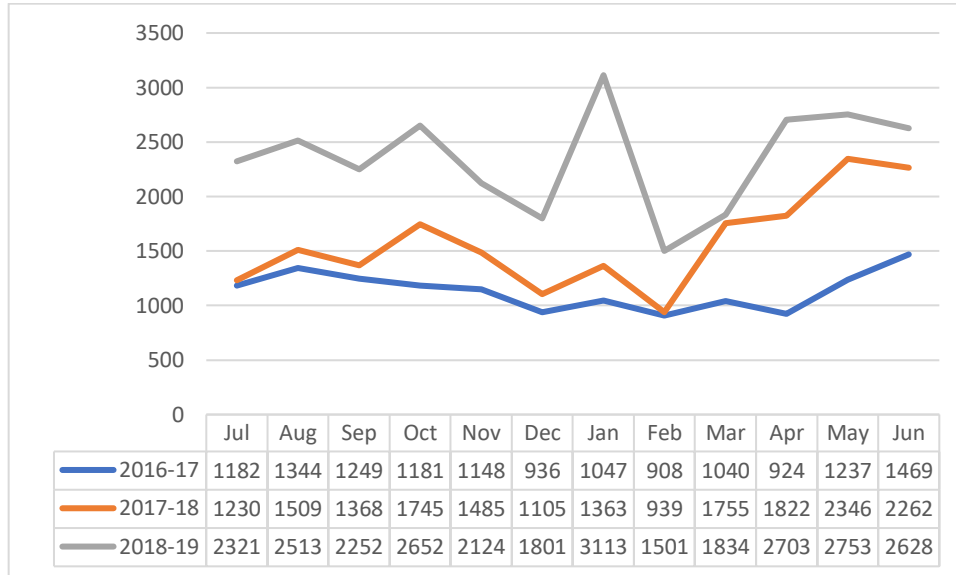
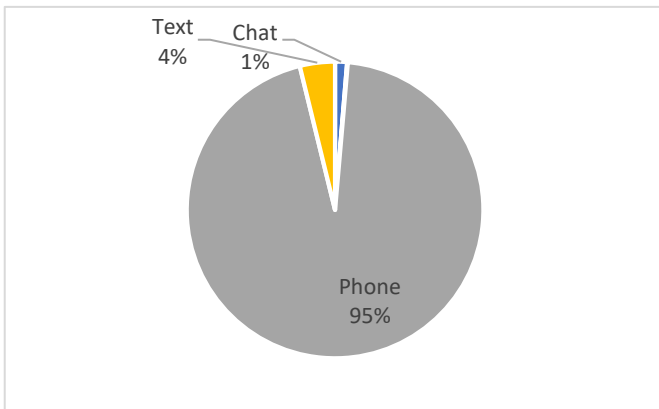


*We called 2-1-1 for help when our resources just couldn't stretch any further.*  
- 2-1-1 caller

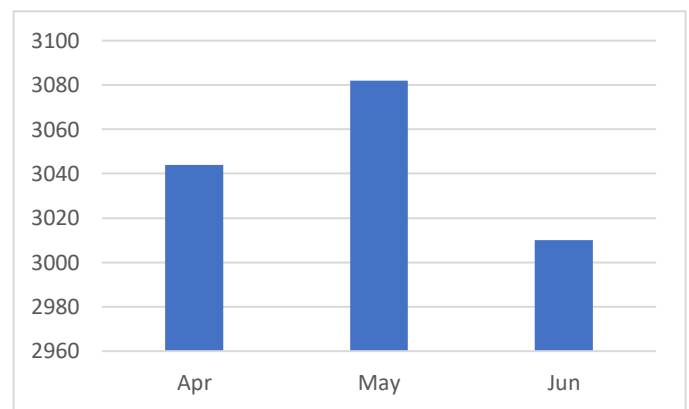
### CONTACT VOLUME



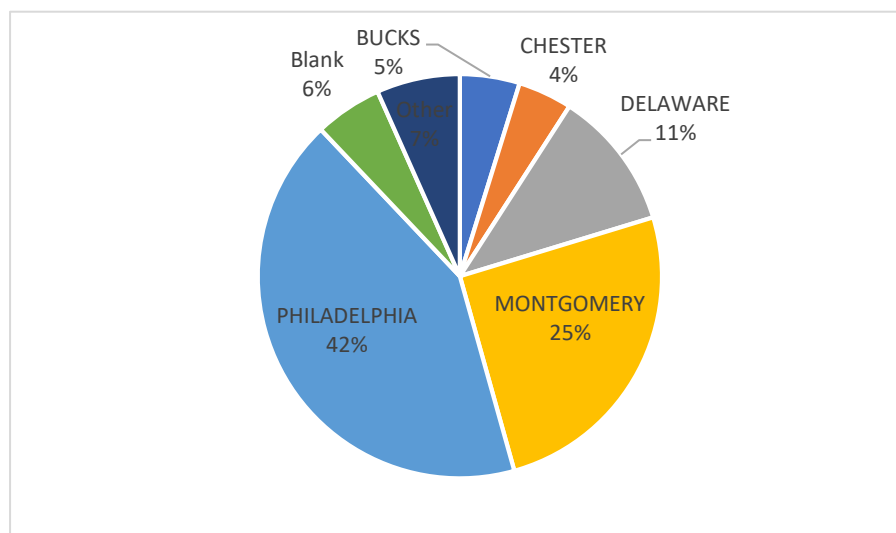
### TYPE OF CONTACT



### CONTACTS BY MONTH



### CONTACTS BY COUNTY



# PA 2-1-1 SOUTHEAST: Q4 FY 2018-19

## NEEDS

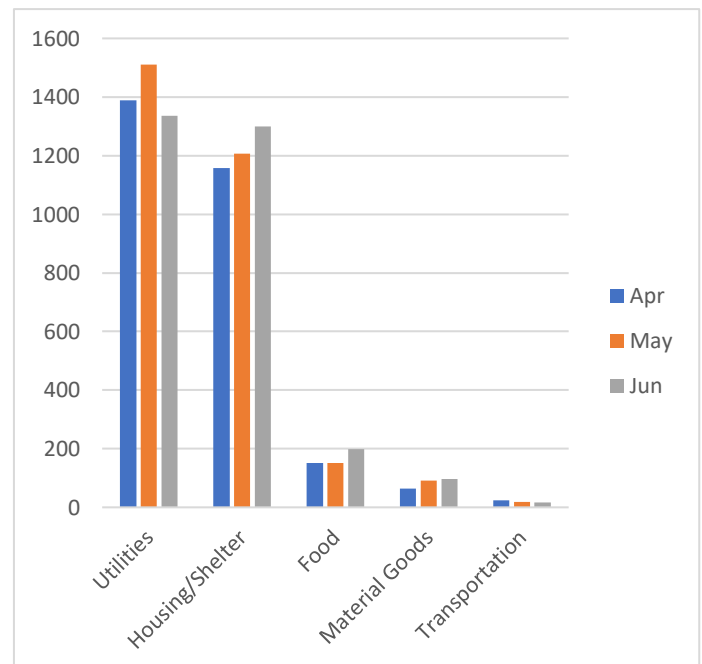
### TOP NEEDS

<b>General Services</b>	<b>463</b>
211 Lead Agencies	207
Comprehensive Information and Referral	161
211 Systems	95
<b>Target Populations</b>	<b>315</b>
Homeless People	142
Topical Identifiers/Issues	92
Older Adults	81
<b>Income Support &amp; Employment</b>	<b>162</b>
Comprehensive Job Assistance Centers	57
Undesignated Temporary Financial Assistance	54
Temporary Financial Assistance	51
<b>Criminal Justice &amp; Legal Services</b>	<b>142</b>
Benefits Assistance	50
Landlord/Tenant Assistance	50
Eviction Prevention Legal Assistance	42
<b>Consumer Services</b>	<b>90</b>
Utility Service Complaints	50
Tax Preparation Assistance	21
Mortgage Delinquency and Default Counseling	19
<b>Mental Health &amp; Substance Use Disorder Services</b>	<b>80</b>
Mental Health Crisis Lines	37
Crisis Intervention Hotlines/Hotlines	22
Domestic Violence Hotlines	21
<b>Health Care</b>	<b>76</b>
Aging and Disability Resource Centers	54
Dental Care	11
Community Clinics	11
<b>Individual &amp; Family Life</b>	<b>50</b>
Individual and Family Support Services	23
Economic Self Sufficiency Programs	14
Street Outreach Programs	13
<b>Environment &amp; Public Health/Safety</b>	<b>8</b>
Child Passenger Safety Seats	3
Smoke Alarms	3
Rat Control	2

### BASIC NEEDS

<b>Utilities</b>	<b>3768</b>
Electric Service Payment Assistance	3190
Gas Service Payment Assistance	308
Utility Service Payment Assistance	270
<b>Housing/Shelter</b>	<b>1676</b>
Housing Related Coordinated Entry	689
Rent Payment Assistance	644
Homeless Shelter	343
<b>Food</b>	<b>425</b>
Food Pantries	349
Soup Kitchens	46
Emergency Food	30
<b>Material Goods</b>	<b>143</b>
Clothing	68
Diapers	42
Furniture	33
<b>Transportation</b>	<b>33</b>
Non-Emergency Medical Transportation	14
Disability Related Transportation	9
Senior Ride Programs	5
Long Distance Transportation	5

### BASIC NEEDS BY MONTH



# PA 2-1-1 SOUTHEAST: Q4 FY 2018-19

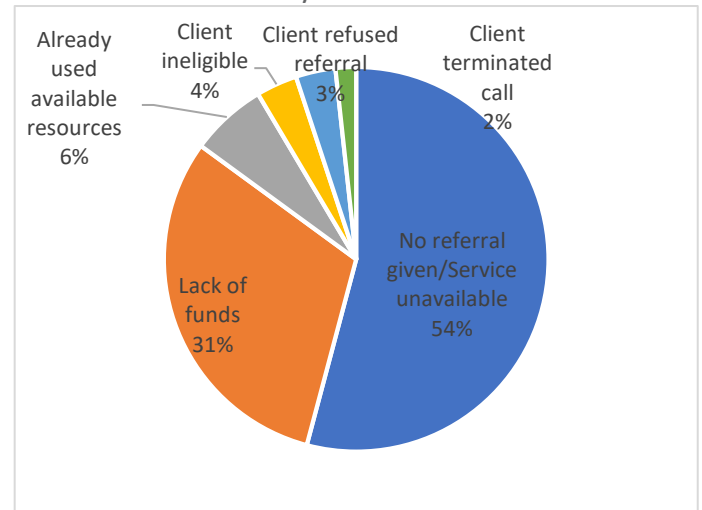
## UNMET NEEDS

### TOP UNMET NEEDS

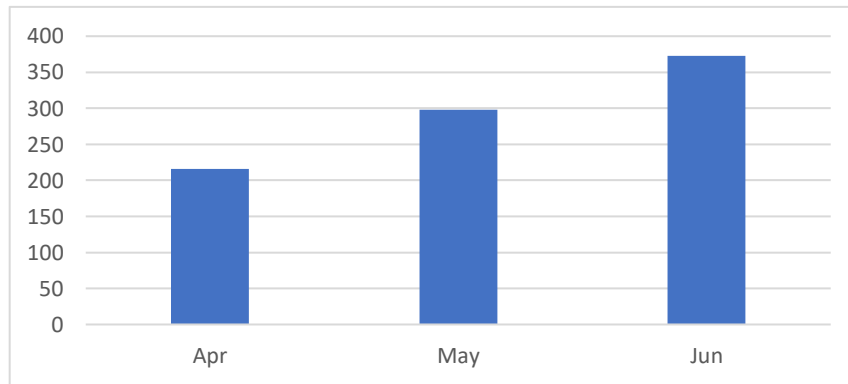
<b>General Services</b>	<b>87</b>
Directory Assistance	40
Comprehensive Information and Referral	37
Research	10
<b>Criminal Justice &amp; Legal Services</b>	<b>12</b>
Veteran Benefits Assistance	2
Benefits Assistance	2
Ex-Offender Halfway Houses	1
<b>Consumer Services</b>	<b>9</b>
Tax Preparation Assistance	2
Local Government Complaints	2
Taxpayer Advocate Services	1
<b>Health Care</b>	<b>6</b>
Medical Equipment/Supplies	2
Assistive Technology Equipment	1
Prescription Expense Assistance	1

### REASON NEEDS UNMET

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.

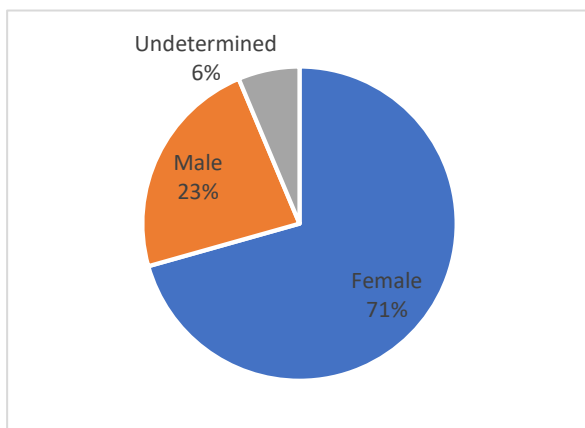


### UNMET NEEDS: MONTHLY COMPARISON

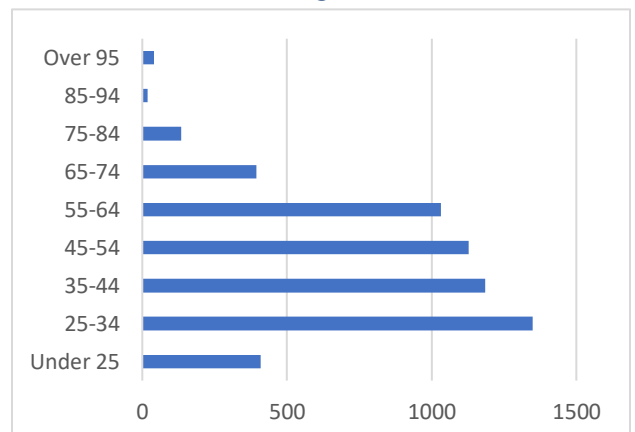


## DEMOGRAPHICS

### GENDER

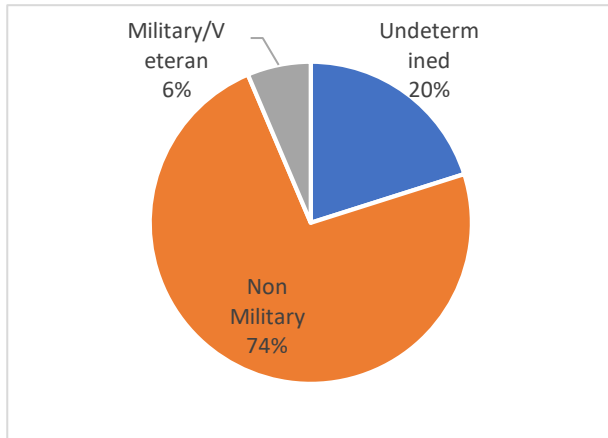


### AGE

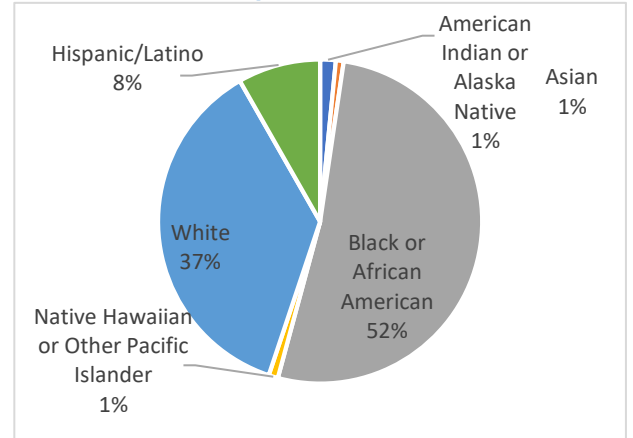


# PA 2-1-1 SOUTHEAST: Q4 FY 2018-19

## MILITARY STATUS



## RACE/ETHNICITY



## TOP REFERRALS

Referral Source	Count
Office of Supportive Housing - Emergency Assistance and Response Unit (EARU)	1850
United Communities Southeast Philadelphia - Benefits Access Center	627
PECO Matching Energy Assistance Fund (MEAF)	591
Your Way Home - Coordinated Shelter Entry and Additional Services - Montgomery; Norristown	475
Utility Emergency Services Fund - Utility Emergency Grants	434
PA Housing Search Website	386
Congreso de Latinos Unidos - Community Support Services	348
Montgomery County Community Action Development Commission (CADCOM) - Emergency Utility Assistance	330
PECO - CARES: Customer Assistance and Referral Evaluation Services	317
Philadelphia Corporation for Aging - Emergency Fund for Older Philadelphians	286
Center in the Park - Neighborhood Energy Center	213
Search for a 2-1-1 or Information and Referral Service	198
PECO - Assistance Programs - Utility Service Payment Assistance	184
Office of Supportive Housing - AppleTree Center - Intake/Assessment for Women and Families	163
Catholic Social Services - Housing Search Assistance	157
Missionary Sisters of Charity - Single Women's Shelter - Montgomery; Norristown	155
Norristown Hospitality Center - Day Shelter - Montgomery; Norristown	145
CAADC - Rental Assistance	117
Liberty Resources - Housing	111
Bucks County Housing Link	108
Manna on Main Street - Emergency Aid	103
Bucks County Opportunity Council - Emergency Services (Lower Bucks)	90
Montgomery County Housing Authority - Housing Choice Voucher Program	89
2-1-1 SE PA Important Information - Philly Food Finder	88
PA Public Utility Commission - Consumer Services Bureau	88
24-Hour Homeless Outreach Hotline	86
Pennsylvania Utility Law Project (PULP)	85