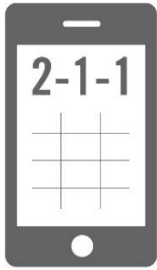


“ PA 2-1-1 Southeast found a way to keep my power on when I thought I was out of options. ”
- 2-1-1 caller

CONTACT VOLUME



2,988
PHONE
CONTACTS

Last month: 2,921
Last year: 1,452



1,312
WEBSITE
VISITS

Last month: 1,114
Last year: 1,406



131
CHAT & TEXT
CONTACTS

Last month: 108
Last year: 67

NEEDS



2285
UTILITIES



1404
HOUSING



756
INCOME SUPPORT
& EMPLOYMENT



367
MATERIAL
GOODS



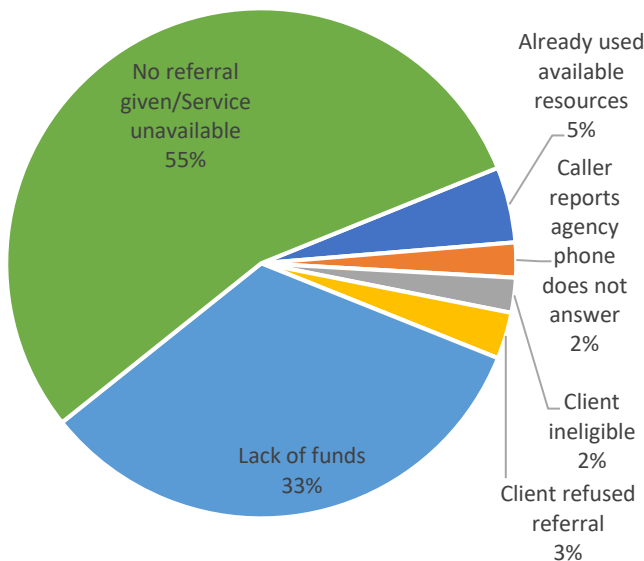
299
FOOD



42
CRIMINAL JUSTICE
& LEGAL

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



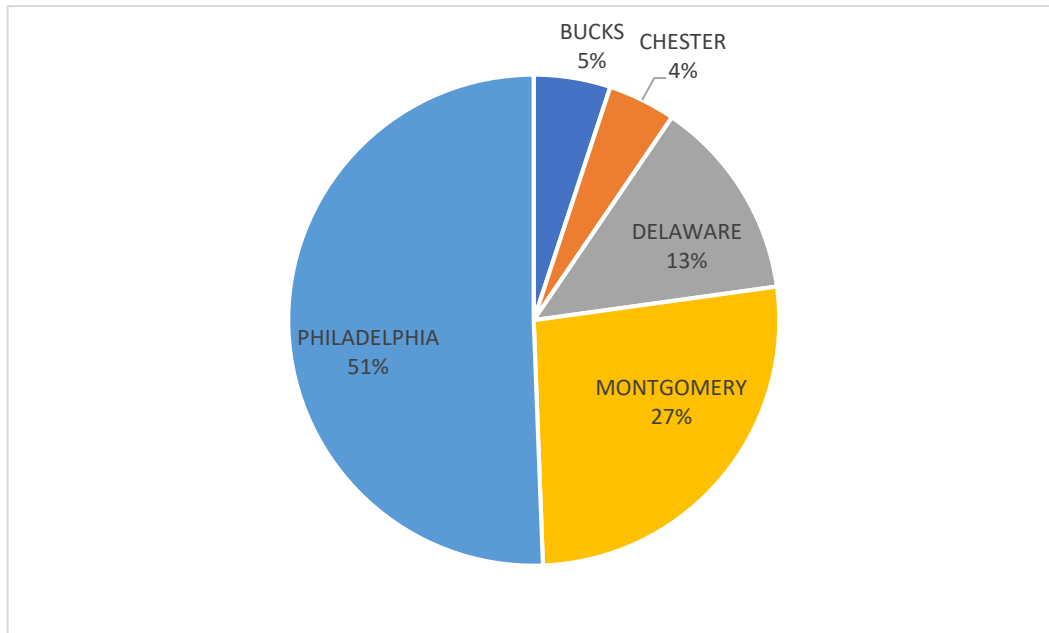
TOP NEEDS

Electric Service Payment Assistance	1169
Rent Payment Assistance	202
Housing Related Coordinated Entry	191
Homeless Shelter	119
Gas Service Payment Assistance	114
Food Pantries	111
Utility Service Payment Assistance	104
211 Lead Agencies	78

TOP UNMET NEEDS

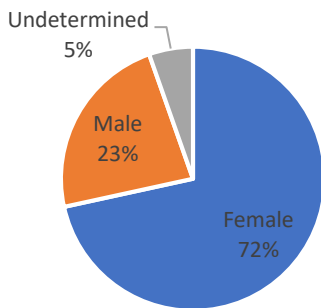
Electric Service Payment Assistance	137
Topical Identifiers/Issues	28
Rent Payment Assistance	16
Directory Assistance	12
Comprehensive Information and Referral	11
Air Conditioners	7
Gas Service Payment Assistance	7
Housing Related Coordinated Entry	6

CONTACTS BY COUNTY

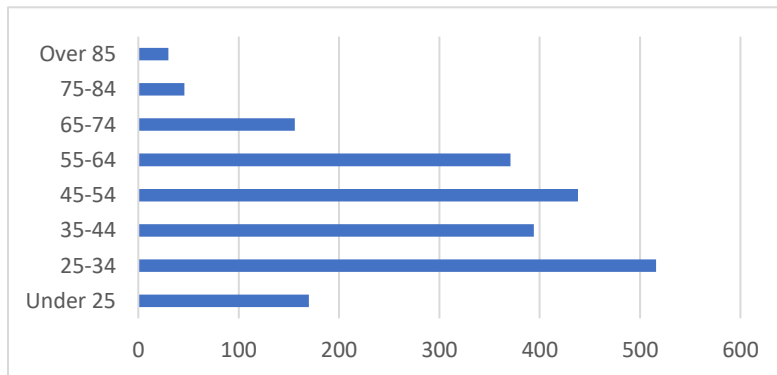


DEMOGRAPHICS

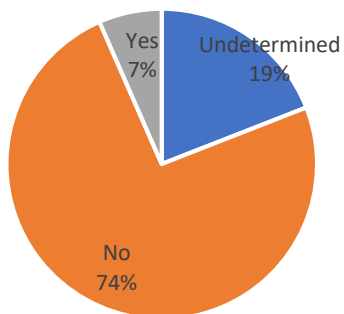
GENDER



AGE



MILITARY STATUS



TOP ZIP CODES

19401	232
12345	166
19464	139
19124	101
19143	95
19132	89
19140	83
19013	77
19134	77

TOP REFERRALS

Office of Supportive Housing - Emergency Assistance and Response Unit (EARU)	711
United Communities Southeast Philadelphia - Benefits Access Center	270
PECO Matching Energy Assistance Fund (MEAF)	222
Utility Emergency Services Fund - Utility Emergency Grants	171
Congreso de Latinos Unidos - Community Support Services	161
PA Housing Search Website	136
PECO - CARES: Customer Assistance and Referral Evaluation Services	135
Your Way Home - Coordinated Shelter Entry and Additional Services - Montgomery; Norristown	134
Philadelphia Corporation for Aging - Emergency Fund for Older Philadelphians	110
Montgomery County Community Action Development Commission (CADCOM) - Emergency Utility Assistance Services	105
Center in the Park - Neighborhood Energy Center	71
PECO - Assistance Programs - Utility Service Payment Assistance	65
Norristown Hospitality Center - Day Shelter - Montgomery; Norristown	63
Search for a 2-1-1 or Information and Referral Service	61
Office of Supportive Housing - AppleTree Center - Intake/Assessment for Women and Families	58
Catholic Social Services - Housing Search Assistance	55
Missionary Sisters of Charity - Single Women's Shelter - Montgomery; Norristown	51
Liberty Resources - Housing	41
CAADC - Rental Assistance	40
24-Hour Homeless Outreach Hotline	38
Office of Supportive Housing - Emergency Assistance and Response Unit (EARU)	711
United Communities Southeast Philadelphia - Benefits Access Center	270
PECO Matching Energy Assistance Fund (MEAF)	222
Utility Emergency Services Fund - Utility Emergency Grants	171
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