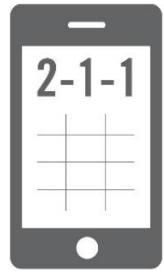


“ 2-1-1 SEPA helps me make the most of my limited resources. ”
 - 2-1-1 caller

CONTACT VOLUME



2,687
PHONE CONTACTS
 Last month: 2,825
 Last year: 2,433



1,656
WEBSITE VISITS
 Last month: 1,277
 Last year: 1,261



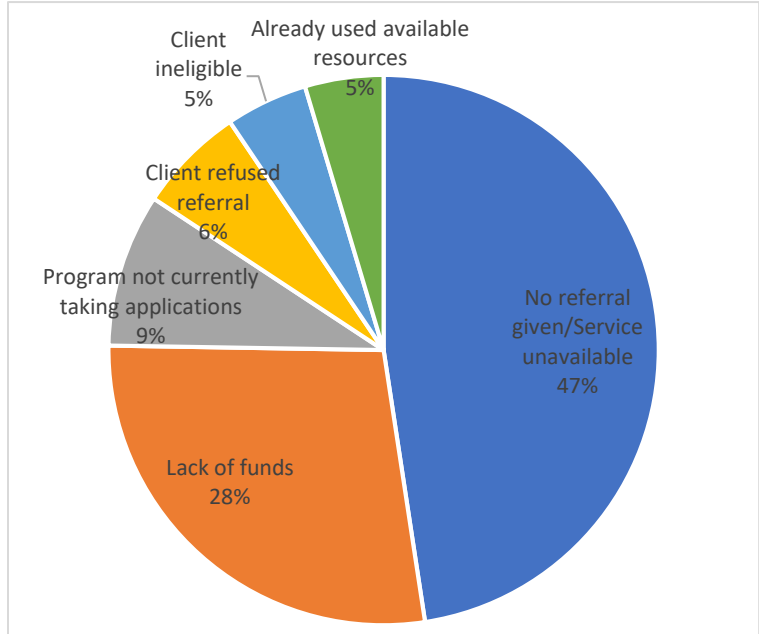
220
CHAT & TEXT CONTACTS
 Last month: 183
 Last year: 157

NEEDS

975 UTILITIES	1430 HOUSING	189 FOOD	106 INCOME SUPPORT & EMPLOYMENT	117 CRIMINAL JUSTICE & LEGAL	79 MATERIAL GOODS

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



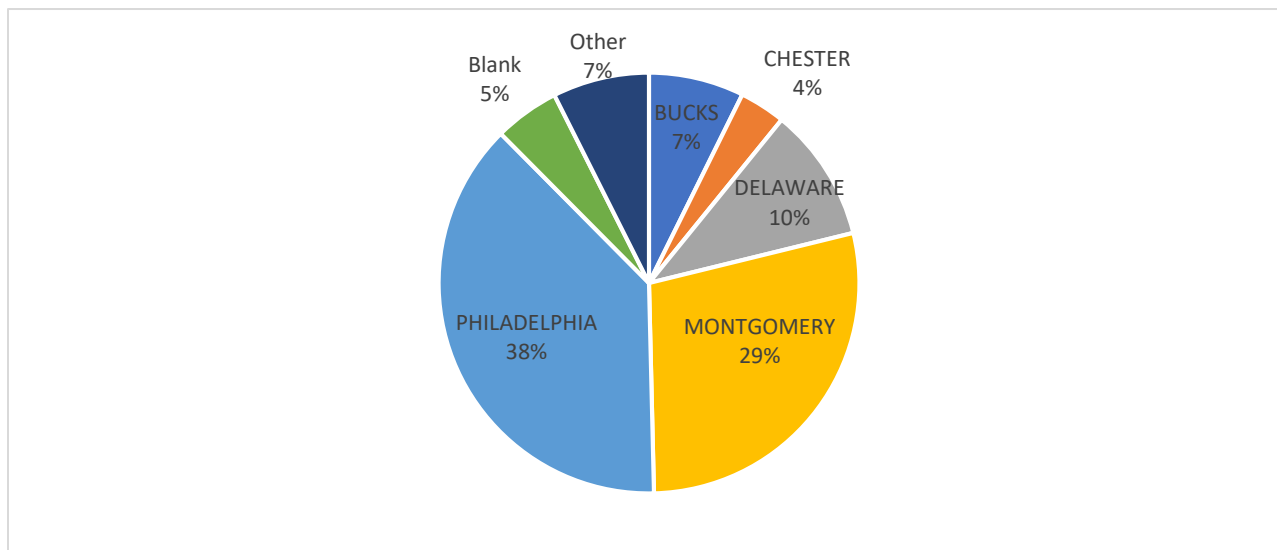
TOP NEEDS

Electric Service Payment Assistance	683
Housing Related Coordinated Entry	364
Rent Payment Assistance	299
Food Pantries	137
Homeless Shelter	104
Utility Assistance	99
Gas Service Payment Assistance	84
Home Rental Listings	78
Water Service Payment Assistance	69
Low Income/Subsidized Private Rental Housing	65

TOP UNMET NEEDS

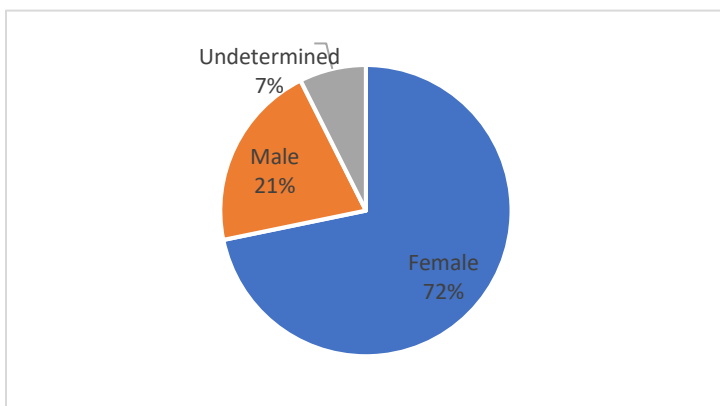
Electric Service Payment Assistance	199
Housing Related Coordinated Entry	80
Directory Assistance	39
Topical Identifiers/Issues	36
Rent Payment Assistance	31
Comprehensive Information and Referral	14
Water Service Payment Assistance	9
Air Conditioners	9
Rental Deposit Assistance	8
Gas Service Payment Assistance	7

CONTACTS BY COUNTY

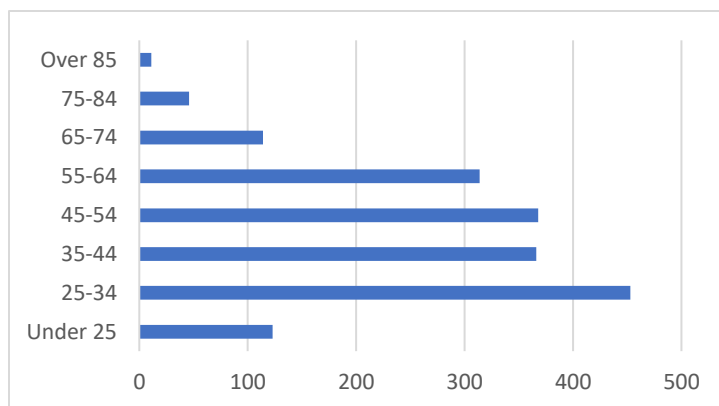


DEMOGRAPHICS

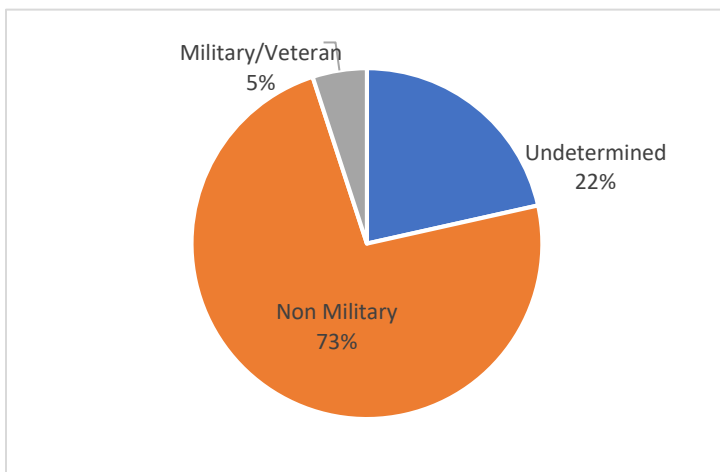
GENDER



AGE



MILITARY STATUS



TOP ZIP CODES

Zip	Count
19401	294
19464	174
12345	137
19124	89
19132	72
19143	71
19139	67
19082	66
19144	56
19140	55

PA 2-1-1 Southeast: July 2019

TOP REFERRALS

Office of Supportive Housing - Emergency Assistance and Response Unit (EARU)	296
Your Way Home - Coordinated Shelter Entry and Additional Services - Montgomery; Norristown	195
PA Housing Search Website	147
PECO Matching Energy Assistance Fund (MEAF)	99
United Communities Southeast Philadelphia - Benefits Access Center	96
Congreso de Latinos Unidos - Community Support Services	82
Search for a 2-1-1 or Information and Referral Service	69
Office of Supportive Housing - AppleTree Center - Intake/Assessment for Women and Families	67
Catholic Social Services - Housing Search Assistance	59
Bucks County Housing Link	55
Utility Emergency Services Fund - Utility Emergency Grants	53
Center in the Park - Neighborhood Energy Center	51
CAADC - Rental Assistance	48
Philadelphia Corporation for Aging - Emergency Fund for Older Philadelphians	46
Montgomery County Community Action Development Commission (CADCOM) - Emergency Utility Assistance Services	45
Missionary Sisters of Charity - Single Women's Shelter - Montgomery; Norristown	43
Montgomery County Housing Authority - Housing Choice Voucher Program	39
PECO - CARES: Customer Assistance and Referral Evaluation Services	38
PECO - Assistance Programs - Utility Service Payment Assistance	37
Salvation Army, Lower Bucks - Rental/Mortgage Assistance	37
Emergency Shelter Allowance (ESA) - Montgomery	35
Liberty Resources - Housing	31
Norristown Hospitality Center - Day Shelter - Montgomery; Norristown	31
2-1-1 SE PA Important Information - Philly Food Finder	31
Connect Points - Homelessness Services	30
Bucks County Opportunity Council - Emergency Services (Lower Bucks)	30
Benefits Data Trust - BenePhilly	29
Utility Emergency Services Fund - Family Empowerment Program - Philadelphia; Citywide	29
PA Public Utility Commission - Consumer Services Bureau	29
NJ211 - Information and Referral	29
Montgomery County Housing Authority - Homeownership Program	29
2-1-1 SE PA Important Information - WhyHunger	27
Salvation Army - Emergency Utility Assistance - Coatesville	27
24-Hour Homeless Outreach Hotline	24
Philadelphia Housing Authority - General Housing Information	24
Congreso de Latinos Unidos - Housing Foreclosure Intervention/Prevention	24
Bucks County Opportunity Council - Emergency Services (Central Bucks)	24
Emergency Shelter Allowance (ESA) - Boulevard District	23
Office of Supportive Housing - Roosevelt Darby Center - Intake/Assessment for Single Men	22
Community Action Agency of Delaware County - Helping Hand Program	21