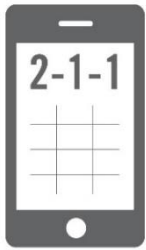


“ 2-1-1 SEPA helps me make the most of my limited resources. ”  
- 2-1-1 caller

## CONTACT VOLUME



**4,977**  
PHONE CONTACTS  
Last month: 3,538  
Last year: 3,396



**4,174**  
WEBSITE VISITS  
Last month: 5,976  
Last year: 2,091



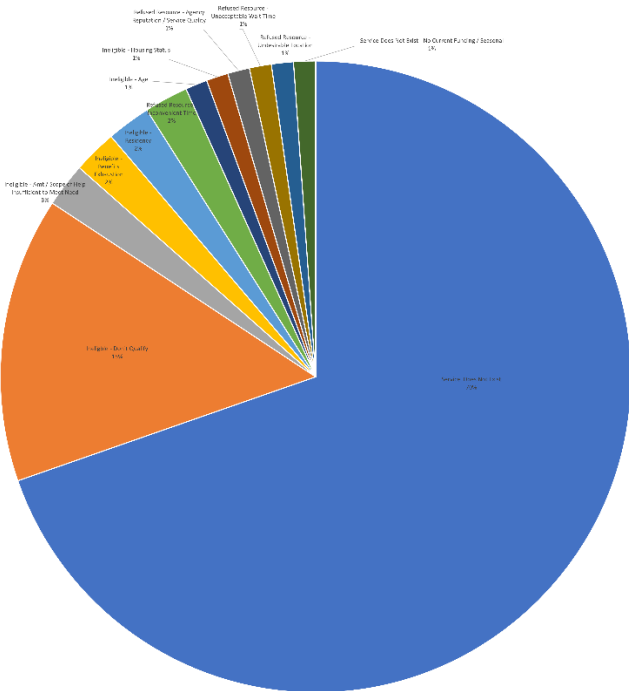
**489**  
CHAT & TEXT CONTACTS  
Last month: 362  
Last year: 522

## NEEDS

<b>905 UTILITIES</b>	<b>2905 HOUSING</b>	<b>237 FOOD</b>	<b>237 HEALTH CARE</b>	<b>112 MATERIAL GOODS</b>	<b>338 INCOME SUPPORT &amp; EMPLOYMENT</b>

If services do not exist to meet a contact'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.

### REASON NEED UNMET



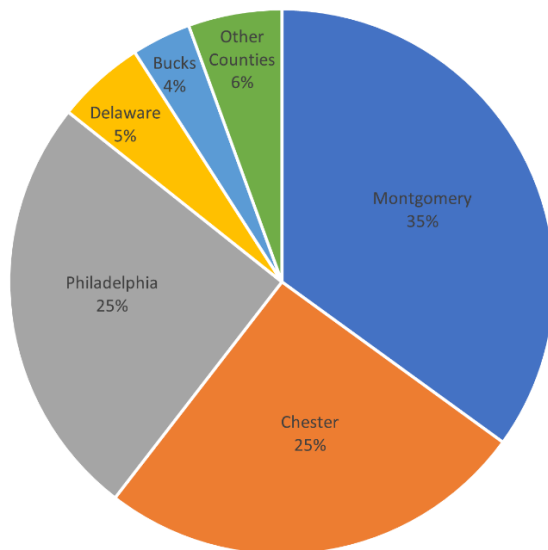
### TOP NEEDS

Rent Payment Assistance	861
Housing Related Coordinated Entry	601
Electric Service Payment Assistance	405
Housing Search Assistance	310
Discounted Internet Service	209
Low Income/Subsidized Private Rental Housing	151
Community Shelters	148
Comprehensive Information and Referral	136
Food Pantries	122
Gas Service Payment Assistance	115

### TOP UNMET NEEDS

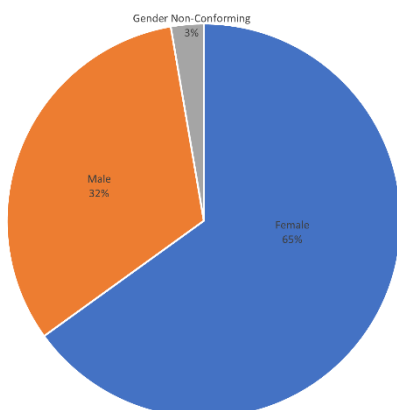
Rent Payment Assistance	6
Housing Related Coordinated Entry	5
Automobile Payment Assistance	4
Homeless Motel Vouchers	4
Sewer Service Payment Assistance	4
Basic Needs	3
Case/Care Management	3
Community Shelters	3
Electric Service Payment Assistance	3
Extreme Weather Shelters	3

# CONTACTS BY COUNTY

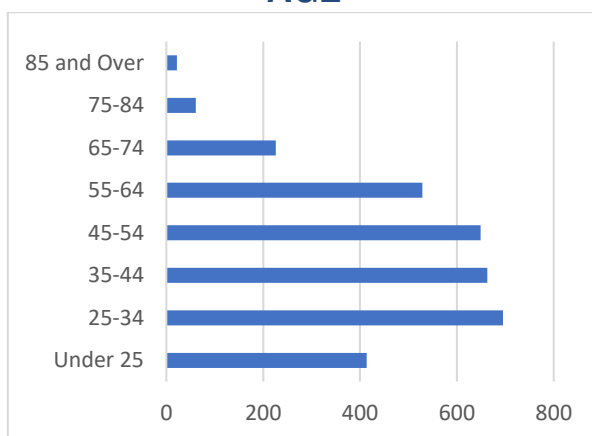


## DEMOGRAPHICS

### GENDER



### AGE



### TOP ZIP CODES

Zip	Count	Zip	Count
19401	417	19403	66
19320	395	19120	62
19464	251	19124	62
19460	114	19140	62
19382	103	19132	59
19380	96	19121	52
19446	86	19341	52
19143	77	19090	51
19406	73	19134	51
19335	67	19013	50

## TOP REFERRALS

Saint Vincent DePaul Society - Rent and Utility Assistance	431
PA Housing Search Website	365
Your Way Home - Coordinated Shelter Entry and Additional Services - Montgomery; Norristown	215
Chester County Coordinated Entry Line	206
Catholic Social Services - Rent, Mortgage and Utility Assistance	184
Your Way Home - Emergency Rent and Utility Coalition (ERUC) - Covid-19 Assistance Programs	173
PHLconnectED	154
Chester County COVID Rent/Utility Arrears Assistance	149
Montgomery County Community Action Development Commission (CADCOM) - Emergency Assistance	146
Emergency Shelter Allowance (ESA) - Montgomery	132

## PA 2-1-1 Southeast: March 2021

### TOP REFERRALS (cont'd)

Office of Supportive Housing - Emergency Assistance and Response Unit (EARU)	127
City of Philadelphia - Covid-19 Emergency Rent	95
Community Association of Strawberry Mansion	87
24-Hour Homeless Outreach Hotline	77
Catholic Social Services - Delaware County	75
PHLConnectED - Directions to Redeem Enrollment Codes	75
Utility Emergency Services Fund - Utility Emergency Grants	75
PECO Matching Energy Assistance Fund (MEAF)	66
Urban League of Philadelphia - Housing Counseling	65
Office of Supportive Housing - AppleTree Center - Intake/Assessment for Women and Families	64
ACLAMO Family Centers - Emergency Rent and Utility Coalition (ERUC)	62
Parent Technology Support Centers - Pick up Hotspots	62
Human Services - Emergency Rental Assistance	60
Pennsylvania Department of Human Services - Emergency Rental Assistance	59
Fair Housing Council	56