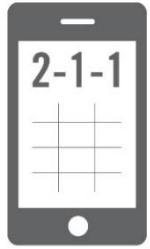


“Our finances have been so uncertain since the pandemic. I’m glad PA 2-1-1 Southeast is there to help.”
~ 2-1-1 caller ~

CONTACT VOLUME



6,420
PHONE
CONTACTS

Last month: 5,816
Last year: 3,320



4,777
WEBSITE
VISITS

Last month: 4,762
Last year: 1,960



698
CHAT, TEXT,
& EMAIL
CONTACTS

Last month: 666
Last year: 244

NEEDS



917
UTILITIES



3,601
HOUSING



283
FOOD



177
HEALTHCARE
& COVID-19



291
EMPLOYMENT
& INCOME



122
MATERIAL
GOODS

TOP NEEDS

The numbers below reflect both the self-identified needs of callers (reason for calling) and those discovered during the course of calls; they also include self-referrals to programs for which individuals searched the PA211 websites.

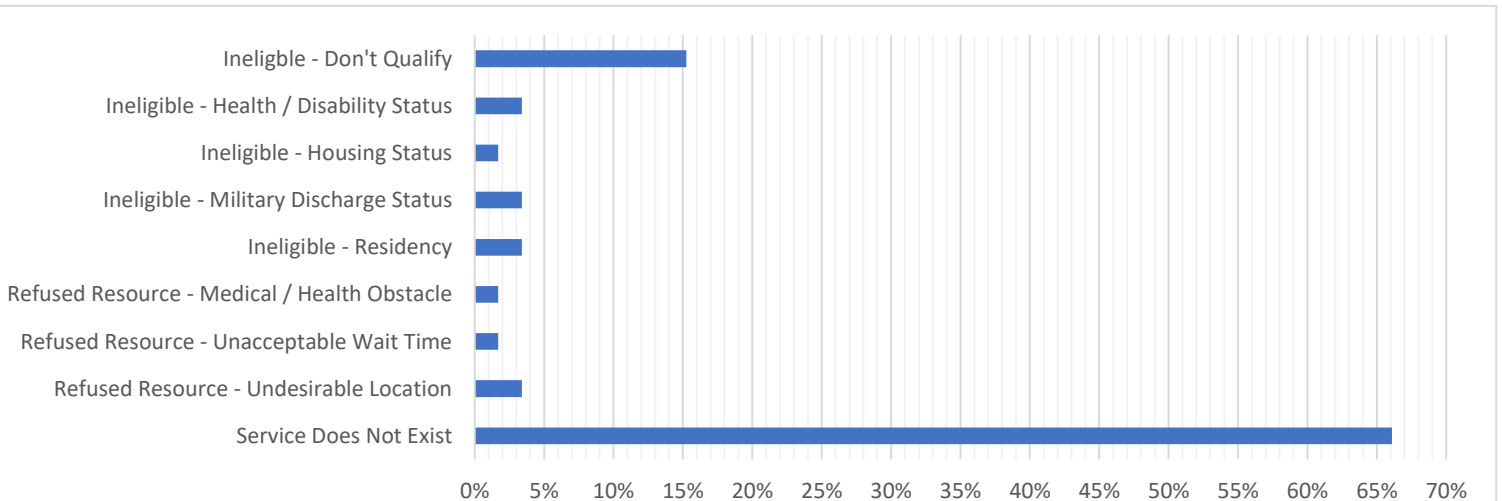
Referred Service	Count
Rent Payment Assistance	1583
Low Income/Subsidized Private Rental Housing	825
Electric Service Payment Assistance	765
Housing Related Coordinated Entry	765
Housing Search Assistance	668
Rental Deposit Assistance	412
Community Shelters	338
Food Pantries	233
Section 8 Housing Choice Vouchers	218
Undesignated Temporary Financial Assistance	218

UNMET NEEDS

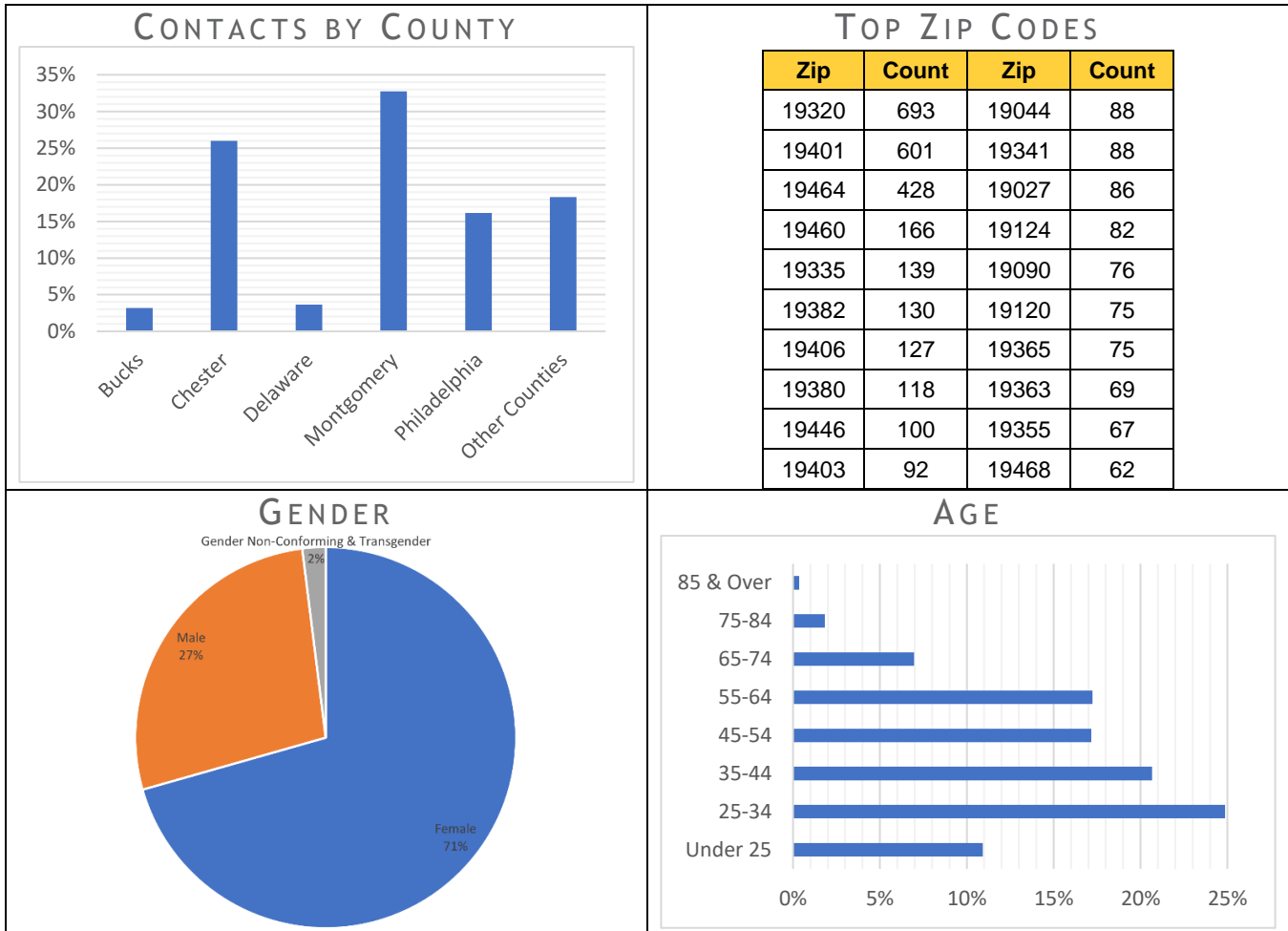
If services do not exist to meet a contact’s stated need, or if they are deemed ineligible for services, 2-1-1 records that as an unmet need. In these cases, the Resource Navigators explore other services that may be of assistance.

Unmet Need	Count
Housing Related Coordinated Entry	6
Rental Deposit Assistance	5
Rent Payment Assistance	4
Clothing Vouchers	3
Homeless Motel Vouchers	3
Property Tax Payment Assistance	3
Transportation Expense Assistance	3
Appliance Repair	2
Gas Money	2
Home Insurance	2

REASONS FOR UNMET NEEDS



DEMOGRAPHICS



TOP PROGRAM REFERRALS

Saint Vincent DePaul Society - Rent and Utility Assistance	541
Pennsylvania Housing Finance Agency - PA Housing Search Website	503
Chester County Emergency Rent and Utilities Assistance Program (ERAP)	312
Catholic Social Services - Rent, Mortgage and Utility Assistance	228
Chester County Coordinated Entry Line	222
Your Way Home - Coordinated Shelter Entry and Additional Services - Montgomery; Norristown	218
City of Philadelphia - Covid-19 Emergency Rent Assistance Program (ERAP)	204
Modest Needs - Emergency Self-Sufficiency Grants	198
Your Way Home - Emergency Rent and Utility Coalition (ERUC) - Covid-19 Assistance Programs	174
PECO - Matching Energy Assistance Fund (MEAF)	141
Pennsylvania Department of Human Services - Emergency Shelter Allowance (ESA)	133
Utility Emergency Services Fund - Utility Emergency Grants	122
Office of Supportive Housing - Emergency Assistance and Response Unit (EARU)	109
Project HOME - 24-Hour Homeless Outreach Hotline	107
Fair Housing Council of the Capital Region - Fair Housing Council	95
Family Service Association- Bucks County Housing Link	89
Between Friends Outreach, Inc. - Doylestown/Perkasie	87
US Department of Housing and Urban Development - Philadelphia Field Office	83
Delaware County Emergency Rental Assistance Program (ERAP)	82
Catholic Social Services - Housing & Homeless Services	79