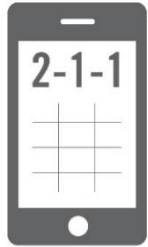


“Our finances have been so uncertain since the pandemic. I’m glad PA 2-1-1 Southeast is there to help.”
~ 2-1-1 caller ~

CONTACT VOLUME



6,403
PHONE
CONTACTS
Last month: 6,420
Last year: 4,204



7,316
WEBSITE
VISITS
Last month: 4,777
Last year: 2,028



910
CHAT, TEXT,
& EMAIL
CONTACTS
Last month: 698
Last year: 210

NEEDS



1,280
UTILITIES



3,860
HOUSING



375
FOOD



177
HEALTHCARE
& COVID-19



385
EMPLOYMENT
& INCOME



174
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.

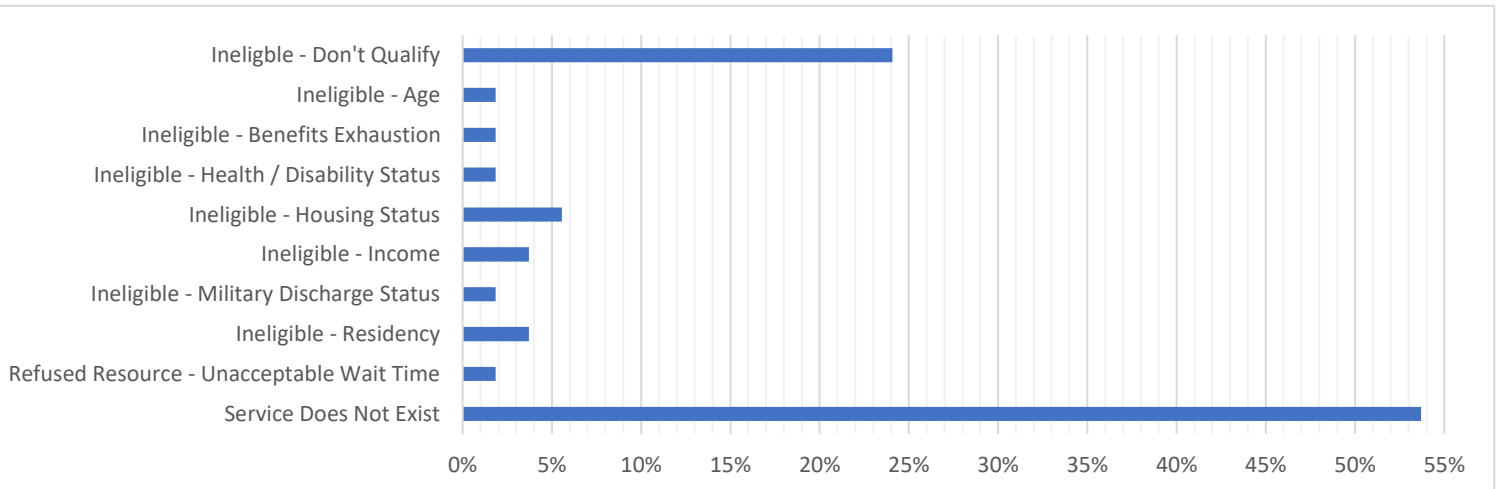
Referred Service	Count
Rent Payment Assistance	1996
Low Income/Subsidized Private Rental Housing	1002
Electric Service Payment Assistance	985
Housing Search Assistance	844
Housing Related Coordinated Entry	673
Rental Deposit Assistance	491
Section 8 Housing Choice Vouchers	410
Community Shelters	380
School Supplies	371
Gas Service Payment Assistance	322

UNMET NEEDS

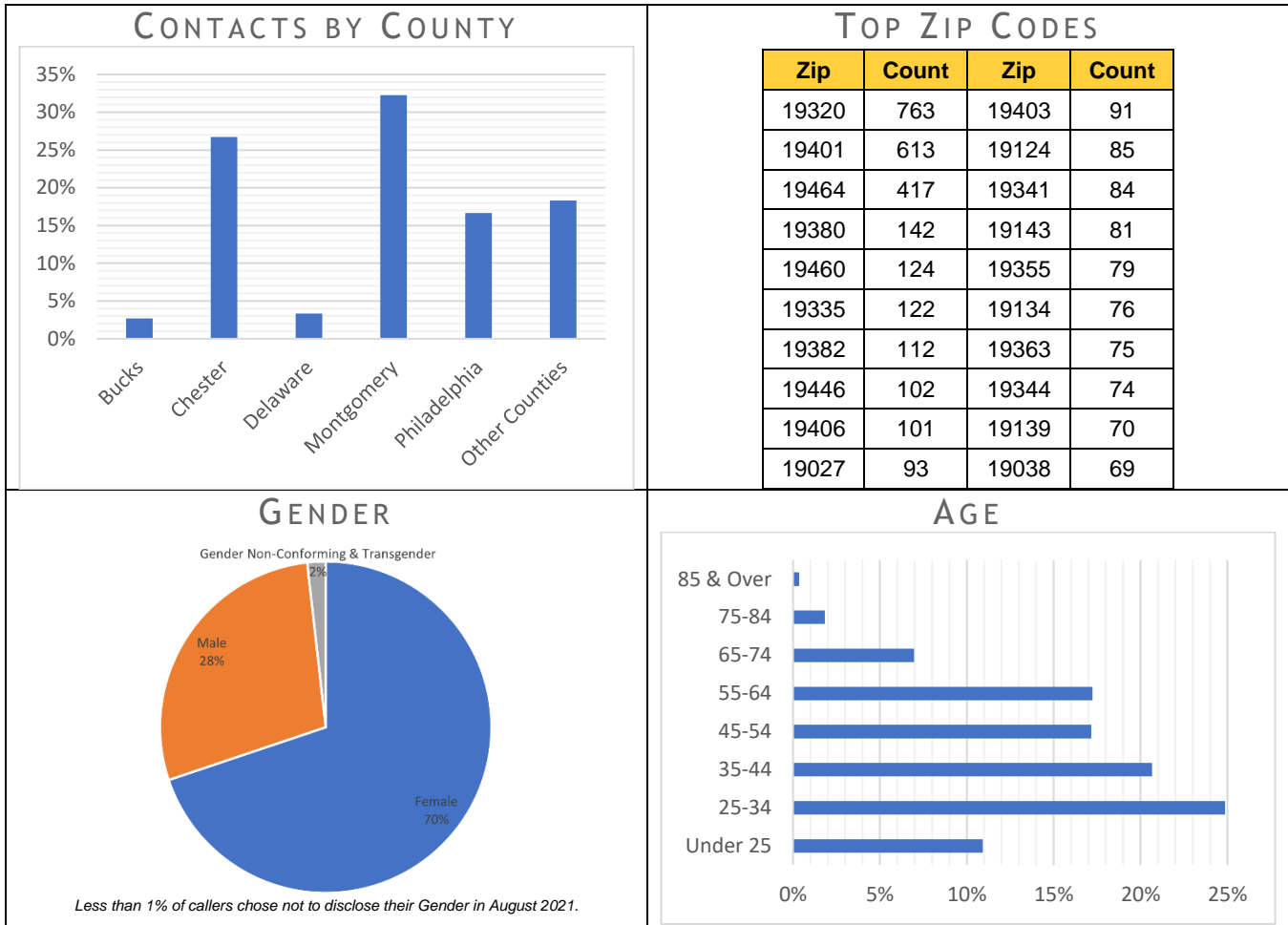
If services do not exist to meet a contact’s stated need, or if they are deemed ineligible for services, 2-1-1 records that as an unmet need. In these cases, the Resource Navigators explore other services that may be of assistance.

Unmet Need	Count
Housing Related Coordinated Entry	7
Rent Payment Assistance	6
Property Tax Payment Assistance	4
Electric Service Payment Assistance	3
Automotive Repair and Maintenance	2
School Clothing	2
311 Services	1
Addictions/Dependencies Issues	1
Advocacy	1
Automobile Insurance Payment Assistance	1

REASONS FOR UNMET NEEDS



DEMOGRAPHICS



TOP PROGRAM REFERRALS

Pennsylvania Housing Finance Agency - PA Housing Search Website	589
Saint Vincent DePaul Society - Rent and Utility Assistance	588
Chester County Emergency Rent and Utilities Assistance Program (ERAP)	477
Jewish Family and Children's Services - Rent, Utility, Financial Assistance	476
Catholic Social Services - Rent, Mortgage and Utility Assistance	423
City of Philadelphia - Covid-19 Emergency Rent Assistance Program (ERAP)	298
Your Way Home - Coordinated Shelter Entry and Additional Services - Montgomery; Norristown	224
Utility Emergency Services Fund - Utility Emergency Grants	197
Your Way Home - Emergency Rent and Utility Coalition (ERUC) - Covid-19 Assistance Programs	191
Modest Needs - Emergency Self-Sufficiency Grants	188
PHLconnectED	187
Chester County Coordinated Entry Line	182
Southwest Community Development Corporation	155
Between Friends Outreach, Inc. - Doylestown/Perkasie	132
Project HOME - 24-Hour Homeless Outreach Hotline	110
Office of Supportive Housing - Emergency Assistance and Response Unit (EARU)	108
Pennsylvania Department of Human Services - Emergency Shelter Allowance (ESA)	105
Pottstown Cluster of Religious Communities - Emergency Rent and Utility Coalition (ERUC)	105
Strawberry Mansion Neighborhood Action Center - Rent and Utility Payment Assistance	101
PECO - Matching Energy Assistance Fund (MEAF)	100