

*We called PA 2-1-1 for help when our resources just couldn't stretch any further.*  
- 2-1-1 caller

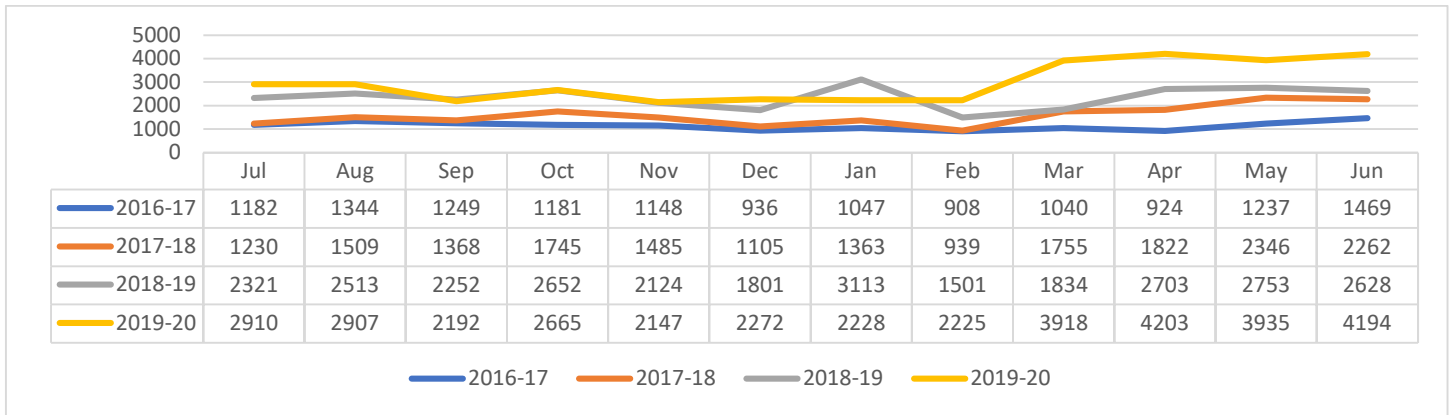
### AT A GLANCE

INCOMING CALLS:  
**33,008**  
INCOMING CHATS:  
**597**  
INCOMING TEXTS:  
**3,112**

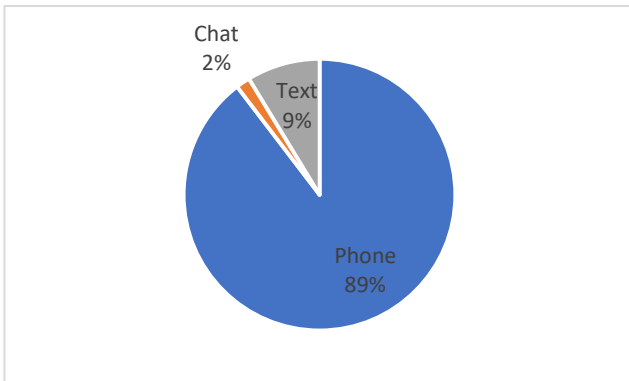
TOTAL CONTACTS:  
**36,717**  
UNIQUE WEBSITE VISITS:  
**17,643**  
FIRST TIME CONTACTS:  
**12,566**

BASIC NEEDS ASSIST CONTACTS:  
**20,951**  
MILITARY/VETERAN CONTACTS:  
**1,145**

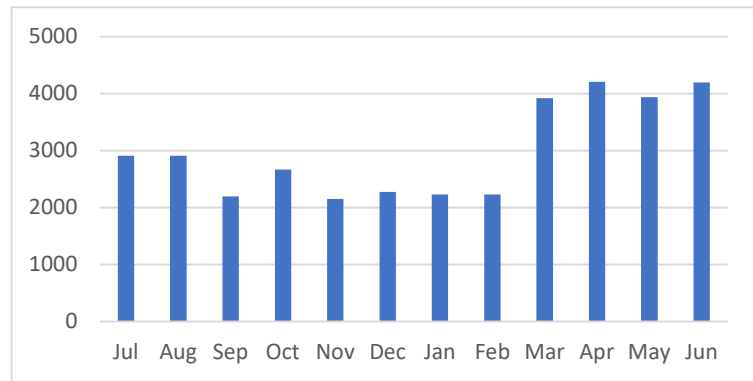
### CONTACT VOLUME



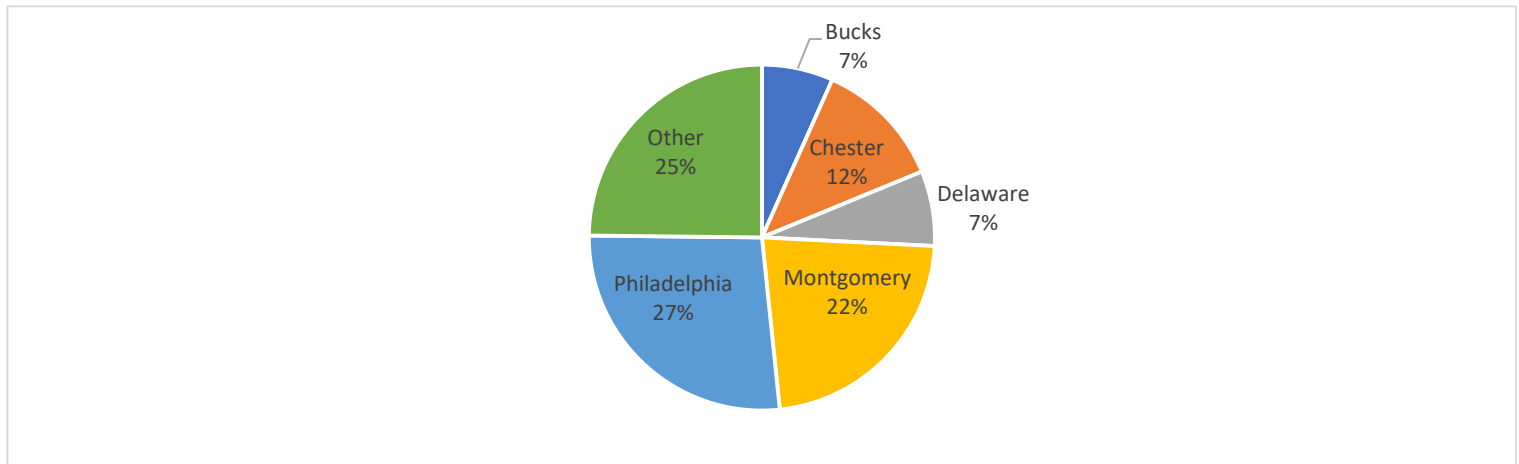
### TYPE OF CONTACTS



### NUMBER OF CONTACTS



### CONTACTS BY COUNTY



## NEEDS

### TOP NEEDS

Housing Related Coordinated Entry	3843
Rent Payment Assistance	3701
Electric Service Payment Assistance	3578
Food Pantries	2058
Covid-19 Control	1619
Housing Search Assistance	1077
Comprehensive Information and Referral	1057
Community Shelters	977
211 Lead Agencies	965
Gas Service Payment Assistance	891
Rental Deposit Assistance	648
Home Rental Listings	633
Homeless Shelter	620
Water Service Payment Assistance	586
Undesignated Temporary Financial Assistance	553
Low Income/Subsidized Private Rental Housing	541
Housing Authorities	467
Unemployment Insurance	414
Housing Search and Information	381
Homeless Drop In Centers	285
Extreme Weather Shelters	282
Utility Assistance	281
Food Stamps/SNAP	268
Utility Service Payment Assistance	251

### TOP BASIC NEEDS

Housing Related Coordinated Entry	3843
Rent Payment Assistance	3701
Electric Service Payment Assistance	3578
Food Pantries	2058
Community Shelters	977
Gas Service Payment Assistance	891

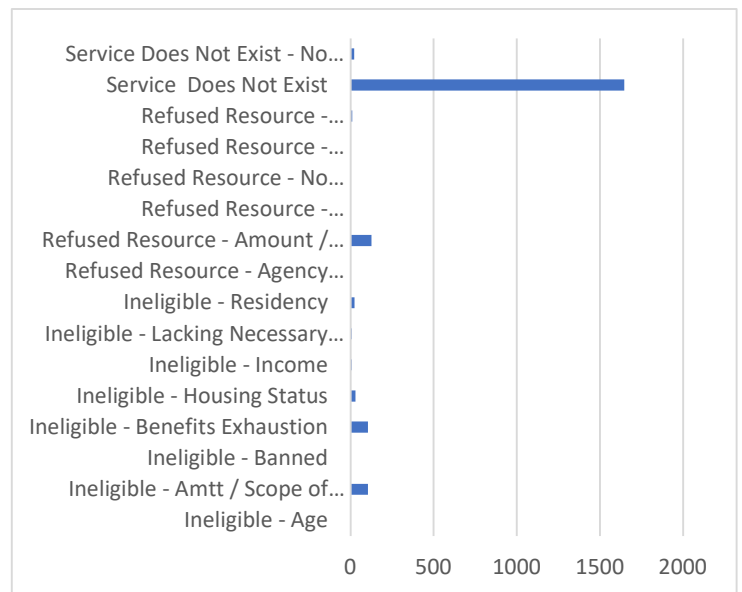
## UNMET NEEDS

### TOP UNMET NEEDS

Electric Service Payment Assistance	563
Housing Related Coordinated Entry	297
Directory Assistance	106
Rent Payment Assistance	100
Topical Identifiers/Issues	88
Comprehensive Information and Referral	63
Rental Deposit Assistance	56
Gas Service Payment Assistance	51
Water Service Payment Assistance	37
Community Shelters	26
Automobile Payment Assistance	23
Homeless Motel Vouchers	21
Homeless Shelter	19

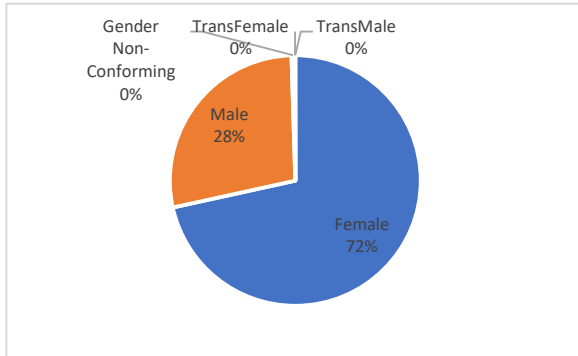
### REASON NEEDS UNMET

If services don't exist to meet an inquirer'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.

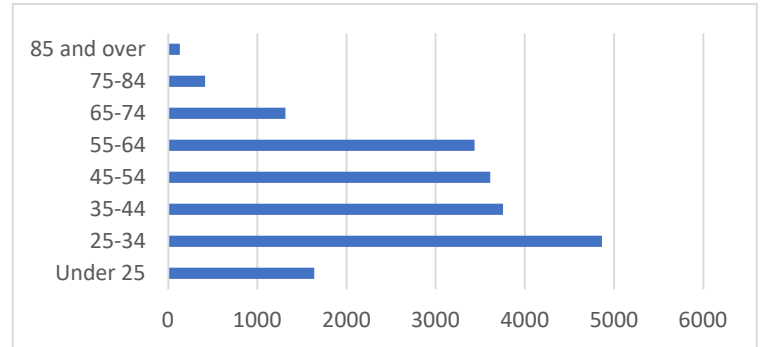


## DEMOGRAPHICS

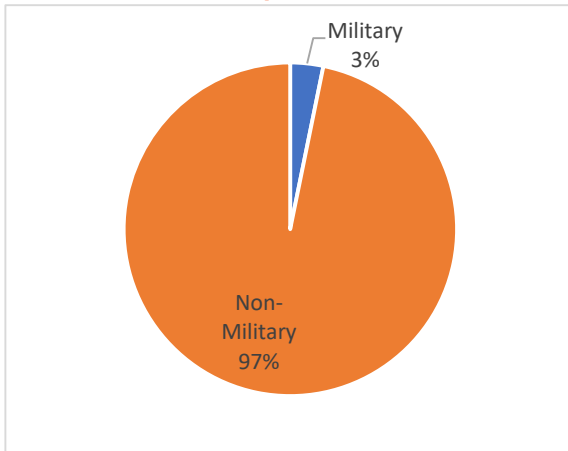
### GENDER



### AGE



### MILITARY/VETERAN



### TOP ZIP CODES

Zip	Count	Zip	Count
19401	2639	19134	513
19464	1684	19013	486
19320	1655	19121	485
19124	615	19144	446
19132	614	19120	408
19143	587	19104	407
19380	560	19082	399
19140	545	19460	395
19139	516	19131	392

<b>TOP REFERRALS</b>	
Office of Supportive Housing - Emergency Assistance and Response Unit (EARU)	1935
PA Housing Search Website	1797
Your Way Home - Coordinated Shelter Entry and Additional Services - Montgomery; Norristown	1720
Saint Vincent Depaul Society - Rent and Utility Assistance	1224
PECO Matching Energy Assistance Fund (MEAF)	978
Office of Supportive Housing - AppleTree Center - Intake/Assessment for Women and Families	797
Utility Emergency Services Fund - Utility Emergency Grants	760
Chester County Coordinated Entry Line	752
Philly Food Finder	629
Catholic Social Services - Housing Search Assistance	584
Bucks County Housing Link	574
CDC National Prevention Information Network	547
Montgomery County Community Action Development Commission (CADCOM) - Emergency Assistance	444
United Communities Southeast Philadelphia - Benefits Access Center	421
Missionary Sisters of Charity - Single Women's Shelter - Montgomery; Norristown	414
CAADC - Rental Assistance	412
Benefits Data Trust - BenePhilly	394
Search for a 2-1-1 or Information and Referral Service	383
Unemployment Compensation Service Center	370
Emergency Shelter Allowance (ESA) - Montgomery	360
Modest Needs	351
Liberty Resources - Housing	337
Congreso de Latinos Unidos - Community Support Services	325
24-Hour Homeless Outreach Hotline	322
Office of Supportive Housing - Roosevelt Darby Center - Intake/Assessment for Single Men	321
Southwest Community Development Corporation	319
Center in the Park - Counselor	315
Bucks County Opportunity Council - Emergency Services (Lower Bucks)	302
Norristown Hospitality Center - Day Shelter - Montgomery; Norristown	302
Emergency Shelter Allowance (ESA) - Boulevard District	280
Project HOME - Housing	260
Office of Supportive Housing - Red Shield - After Hours Reception for Families	259
Philabundance - The Commodity Supplemental Food Program (CSFP)	259
Montgomery County Housing Authority - Housing Choice Voucher Program	257
Pennsylvania Department of Health, Administrative Entities	257
CAADC - Emergency Shelter at Family Management Center	236
Emergency Shelter Allowance (ESA) - Delancey District	236
Salvation Army, Lower Bucks - Rental/Mortgage Assistance	235
Congreso de Latinos Unidos - Housing Foreclosure Intervention/Prevention	234
Human Services - Emergency Rental Assistance	233
Philadelphia Housing Authority - General Housing Information	231

