Need help? Dial 2-1-1 or text your zip code to 898-211. Or contact us via chat on 211sepa.org
DEAR FRIENDS

Over the past year, 2-1-1 Southeastern PA has reached even more of our community members, connecting individuals and families with information and referral resources they need to continue a path to self-sufficiency. This year, 16,000 contacts came in to 2-1-1 Southeastern PA and nearly 10,000 individuals utilized the website. We know that we can continually improve 2-1-1 to provide the most up-to-date information. Community service programs face a lack of services available for areas of need, such as housing and financial assistance. With that in mind, 2-1-1 Southeastern PA has initiated and improved several efforts to enhance the 2-1-1 experience:

Referring more people to resources via text and chat – In 2016, we launched text and web chat as contact options. These new options allow us to more efficiently provide centralized information and referral resources for existing community and government resources.

Increasing agency partnerships – We are grateful to the United Ways Bucks County, Chester County and Southern Chester County who help to promote 2-1-1 at the local level. Last year, 2-1-1 stepped in as the information and referral service for medical providers to direct patients to as their needs are identified. Together, we improve health outcomes of those in our region.

Providing a holistic approach – Those who call us are often facing a difficult time in their life with a number of factors that led them to their current situation. Our call specialists assess immediate needs and give referrals to help to address the issues at the root of a problem.

We are grateful to our funders – Bank of America and Pottstown Area Health and Wellness Foundation – as well as many individual donors who support our operation and improvements. Thank you for supporting the great work 2-1-1 Southeastern PA is doing throughout Bucks, Chester, Delaware, Montgomery, and Philadelphia counties.

Sara McCullough
Associate Vice President, Impact

United Way of Greater Philadelphia and Southern New Jersey
Whether you need help finding child care, food assistance, care for an aging parent or utility assistance, 2-1-1 is where to turn. Our trained resource navigators specialize in finding you the help you need, for any of life’s tough situations, from our comprehensive (and ever-growing) database of social services.

**2016-17 at a glance**

- **16,795** Total Contacts
- **385** Text and Chat Contacts
- **14,920** Basic Needs Assistance Contacts
- **47%** First-Time Contacts
- **6,301** Dual Needs
- **14,271** Unique Website Visits

Nearly 62% of Contacts Were Ages 25-54
James, a veteran, and his wife were living on a small fixed income after health issues forced him into an early retirement. He had no idea what services and resources could be available to him. With winter approaching, James was nervous about the cost of keeping warm. They were getting by until his LIHEAP benefit ran out in mid-December.

Thankfully, a friend told James about 2-1-1 Southeastern PA, and when he called he learned of a variety of resources and services that could help him buy fuel and find help with other basic needs.

James and his wife were relieved and so grateful when Oxford Area Neighborhood Services Center agreed to make a direct emergency payment to his fuel supplier.

“This little bit of help made all the difference. We were able to keep our heat on and still pay for food, my medication and other bills,” James said. “2-1-1 Southeastern PA was a life-saver.”
UESF

Known formally as the Utility Emergency Services Fund, UESF has extended its reach far beyond utilities assistance in the past several years.

“We help address immediate emergency assistance needs, but we also focus on longer term housing stabilization,” Tina Floyd, director of operations and development, UESF, said “We look at each person's situation and develop the best path forward to becoming self-sufficient, so we can work to keep them from needing this kind of assistance again.”

Many of UESF’s clients are referred by 2-1-1 Southeastern PA, more than 141 in the past year. “It’s one of our major referral services. We find it highly effective to have one centralized way for people in the community to find the support they need,” Tina said.

Once individuals come to UESF, individuals will often meet with a caseworker. Following that, the caseworker will provide the utility or housing assistance that is needed, refer them to one of UESF’s budgeting, career, or planning classes, or contact a partner agency who can provide the help they need to reach self-sufficiency. “We want to do more than just help people that come to us for the short-term. There is a real need in our community right now for a lot of preventative work,” Tina remarked.

UESF has partnered with United Way of Greater Philadelphia and Southern New Jersey for many years. “Getting 2-1-1 off the ground has made all the difference for our community,” Tina added.
“The caller was able to receive clothing from a local agency after staying persistent in her search. It had to be difficult for her after undergoing surgery and relocating to a new area.”

2-1-1 Southeastern PA Resource Navigator

“2-1-1 Southeastern PA helped me discover that I don’t have to do it all alone.”

After her surgery, 56-year-old Tracy moved from Miami to Philadelphia to stay with her sister as she searched for a job. Tracy was struggling after being out-of-work due to her health conditions.

“It was such an adjustment for me,” Tracy said. “I’d worked all my life until I got sick. It was hard for me to accept help.”

The move itself was tough on her bank account, and she wasn’t prepared for cold winters. So Tracy called 2-1-1 Southeastern PA and was referred to Catholic Social Services (CSS) of the Archdiocese of Philadelphia. They provided her with the warm clothes for the winter that she needed.

Now, Tracy is healthy and ready for her new start in Philadelphia, as she applies for jobs and puts down roots in her new community.

Top Five Needs in 2016

- Gas Service: 4,542
- Rent Payments: 2,278
- Electric Service: 1,487
- Food Pantries: 973
- Homeless Shelter: 781
“The Philadelphia region is fortunate to have MOMOBILE helping new parents with a limited income provide for their child.”

2-1-1 Southeastern PA Resource Navigator

“2-1-1 Southeastern PA helped when we were far from home, alone, and in need.”

After resettling in Philadelphia from Ethiopia, Jamila and Salim worked hard to both find jobs. But soon after, Jamila got pregnant and couldn’t work. When their son was born, their resources were depleted, and they couldn’t afford to buy diapers.

“We didn’t know anyone to call for help. We were all alone in this new country and city by ourselves as new parents,” Salim said.

That’s when Jamila and Salim heard about 2-1-1 Southeastern PA and made the call. They were connected to MOMobile, a home-visiting program that helps expectant and new parents. Jamila and Salim were thrilled to receive an emergency supply of diapers and other assistance to help them provide the best life for their baby boy.

“We’ve had such a long journey, and we are working hard every day to provide for our son. We are overcome with gratitude for the help from 2-1-1 Southeastern PA,” Salim said.