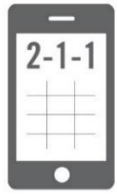


*We called PA 2-1-1 for help when our resources just couldn't stretch any further.*  
~ 2-1-1 caller ~

## CONTACT VOLUME



**59,521**  
PHONE CONTACT  
Last year: 33,008



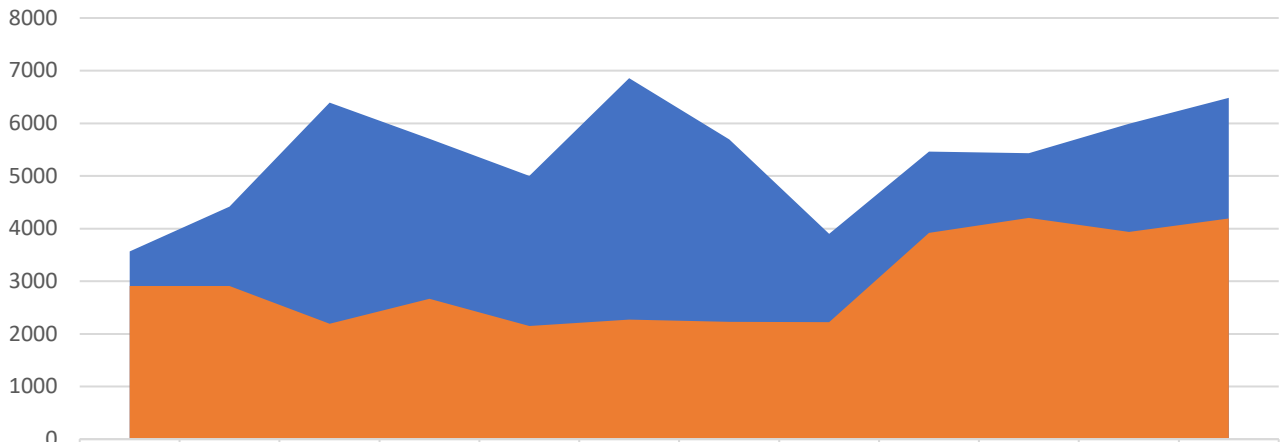
**4,818**  
TEXT CONTACT  
Last year: 3,112



**551**  
CHAT & EMAIL CONTACT  
Last year: 597



**53,011**  
WEB CONTACT  
Last year: 17,643



	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2020-2021	3563	4414	6393	5705	5001	6857	5692	3900	5463	5430	5990	6482
2019-2020	2910	2907	2192	2665	2147	2272	2228	2225	3918	4203	3935	4194

## TOP NEEDS

SERVICE REQUESTS	2019-20	2020-21
Rent Payment Assistance	3,701	8,240
Housing Related Coordinated Entry	3,843	5,492
Discounted Internet Service	0	4,789
Electric Service Payment Assistance	3,578	4,149
Housing Search Assistance	1,077	3,117
Comprehensive Information and Referral	1,057	1,932
Food Pantries	2,058	1,865
Community Shelters	977	1,725
Low Income/Subsidized Private Rental Housing	541	1,537
Gas Service Payment Assistance	891	1,087
Water Service Payment Assistance	586	960
Undesignated Temporary Financial Assistance	553	917
Covid-19 Control	1,619	837
Rental Deposit Assistance	648	692
Food Stamps/SNAP	268	622

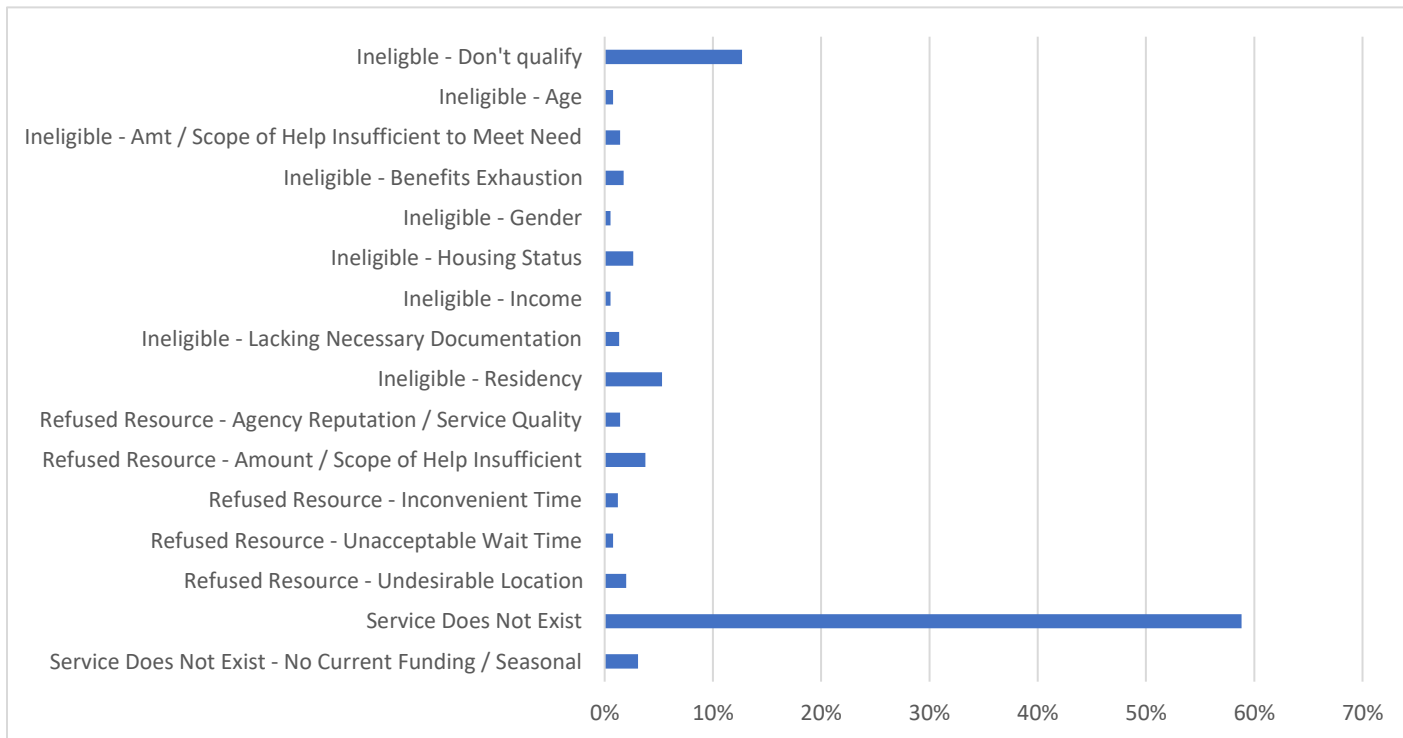
## UNMET NEEDS

If services do not 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.

### TOP UNMET NEEDS

Housing Related Coordinated Entry	74
Rent Payment Assistance	55
Discounted Internet Service	43
Automotive Repair and Maintenance	26
Rental Deposit Assistance	25
Automobile Payment Assistance	24
Motel Bill Payment Assistance	23
Homeless Motel Vouchers	22
Cable Service Payment Assistance	20
Property Tax Payment Assistance	19
Community Shelters	18
Sewer Service Payment Assistance	18
Electric Service Payment Assistance	17
Transportation Expense Assistance	17
Air Conditioners	12

### REASON NEEDS UNMET

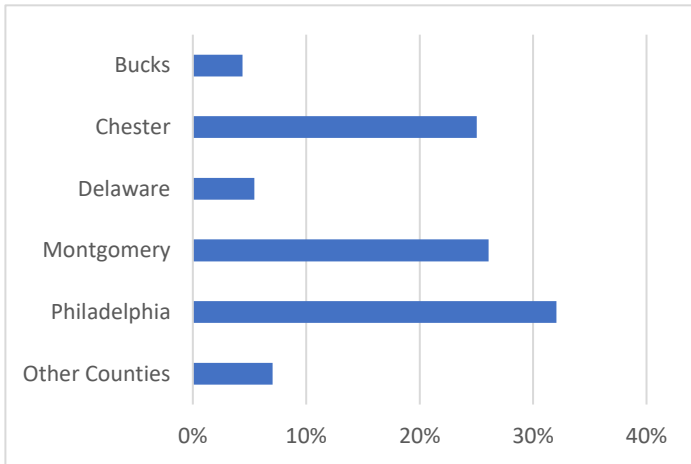


Additionally, the following reasons for needs being unmet were reported, but each represents less than 1% of the total:

- Ineligible - Employment Status
- Ineligible - Family / Household Composition
- Ineligible - Health / Disability Status
- Ineligible - Military Discharge Status
- Refused Resource - Cost of Service
- Refused Resource - Medical / Health Obstacle
- Refused Resource - No Transportation

## DEMOGRAPHICS

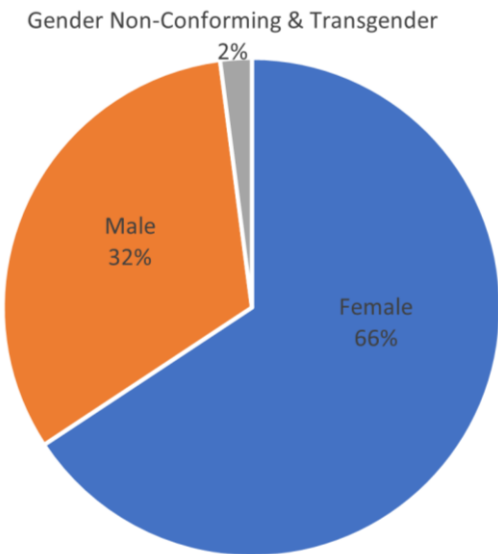
### PERCENT CALLS BY COUNTY



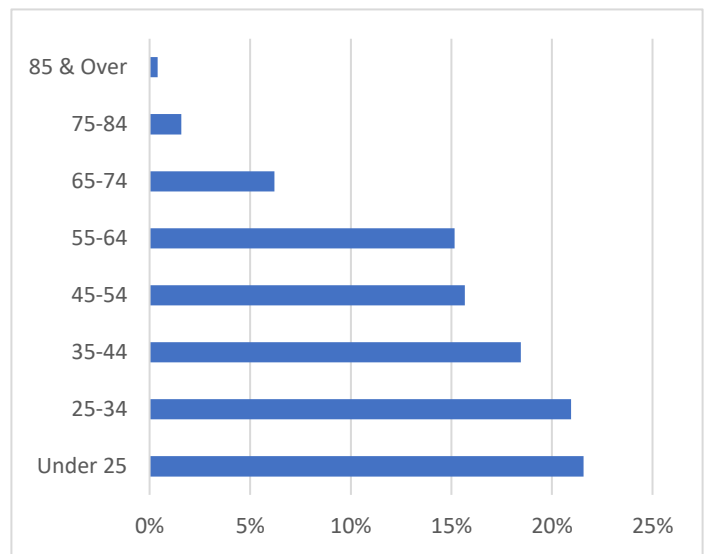
### TOP ZIP CODES

Zip	Count	Zip	Count
19320	4884	19139	823
19401	3569	19120	815
19464	2477	19134	811
19460	1139	19335	800
19382	1094	19446	702
19380	1052	19121	701
19140	969	19104	680
19143	961	19341	632
19124	933	19144	630
19132	920	19403	630

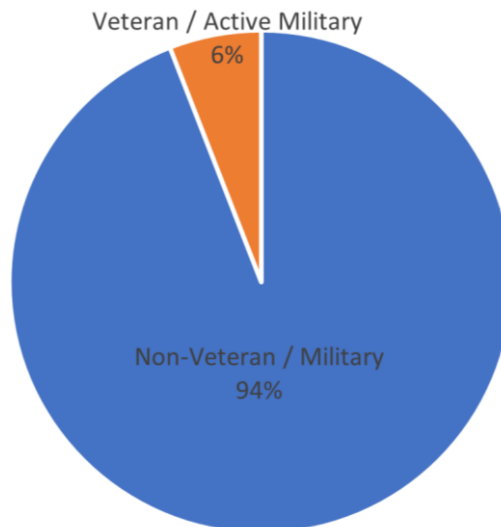
### GENDER



### AGE



### MILITARY/VETERAN STATUS



## PA 2-1-1 Southeast Region: 2020 - 2021 Fiscal Year Report

<b>TOP REFERRALS</b>	
PHLconnectED	5372
Saint Vincent DePaul Society - Rent and Utility Assistance	4864
PA Housing Search Website	2902
Chester County Coordinated Entry Line	1990
Your Way Home - Coordinated Shelter Entry and Additional Services - Montgomery; Norristown	1957
Office of Supportive Housing - Emergency Assistance and Response Unit (EARU)	1608
Montgomery County Community Action Development Commission (CADCOM) - Emergency Assistance	1058
Utility Emergency Services Fund - Utility Emergency Grants	849
Pennsylvania Housing Finance Agency (PHFA) - CARES Rental and Mortgage Payment Assistance	843
Chester County COVID Rent/Utility Arrears Assistance	832
Your Way Home - Emergency Rent and Utility Coalition (ERUC) - Covid-19 Assistance Programs	794
Catholic Social Services - Rent, Mortgage and Utility Assistance	742
24-Hour Homeless Outreach Hotline	728
Office of Supportive Housing - AppleTree Center - Intake/Assessment for Women and Families	676
Emergency Shelter Allowance (ESA) - Montgomery	663
ERUC - Emergency Rent and Utility Coalition	650
Chester County Emergency Rent and Utilities Assistance Program (ERAP)	647
Community Association of Strawberry Mansion	630
PECO Matching Energy Assistance Fund (MEAF)	625
City of Philadelphia - Covid-19 Emergency Rent Assistance Program (ERAP)	615
Southwest Community Development Corporation	605
Human Services - Emergency Rental Assistance	573
Pennsylvania Housing Finance Agency - PA Housing Search Website	544
Bucks County Housing Link	506
CAADC - Rental Assistance	499
CAADC - Emergency Shelter at Family Management Center	487
Catholic Social Services - Housing & Homeless Services	486
Urban League of Philadelphia - Housing Counseling	476
Catholic Social Services - Housing Search Assistance	445
Catholic Social Services - Utility Service Payment Assistance	445
Modest Needs	445
Salvation Army - Emergency Rental Assistance - Downingtown/ Exton/ Malvern	440
Philly Food Finder	438
US Department of Housing and Urban Development - Philadelphia Field Office	423
Office of Adult and Family Services - Homeless Services	400
PECO - Matching Energy Assistance Fund (MEAF)	400
Montgomery County Housing Authority - Homeownership Program	399
Willow Grove Community Development Corporation	384
Center in the Park - Counselor	378
Community Legal Services - Housing Law	370