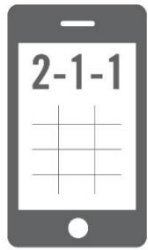


2-1-1 SEPA helps me make the most of my limited resources.  
- 2-1-1 caller

## CONTACT VOLUME



**5,055**  
PHONE CONTACTS  
Last month: 6,264  
Last year: 2,313



**6,808**  
WEBSITE VISITS  
Last month: 7,718  
Last year: 1,410



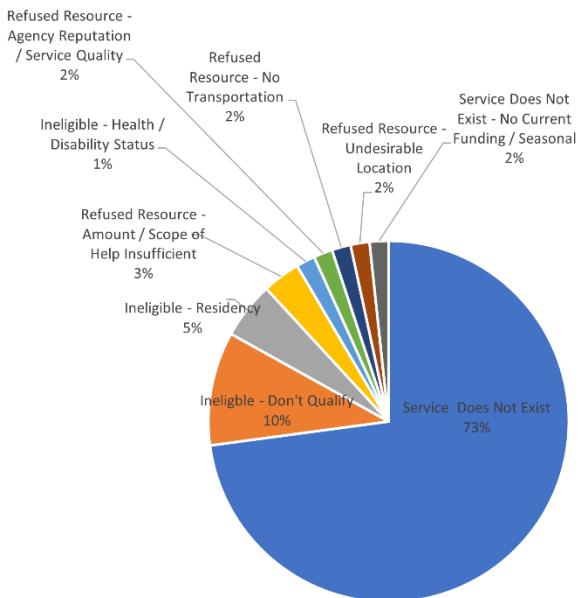
**637**  
CHAT & TEXT CONTACTS  
Last month: 594  
Last year: 131

## NEEDS

<b>950</b> UTILITIES	<b>2568</b> HOUSING	<b>363</b> FOOD	<b>319</b> HEALTH CARE	<b>128</b> MATERIAL GOODS	<b>243</b> INCOME SUPPORT & EMPLOYMENT

If services don't exist to meet a contact'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.

### REASON NEED UNMET



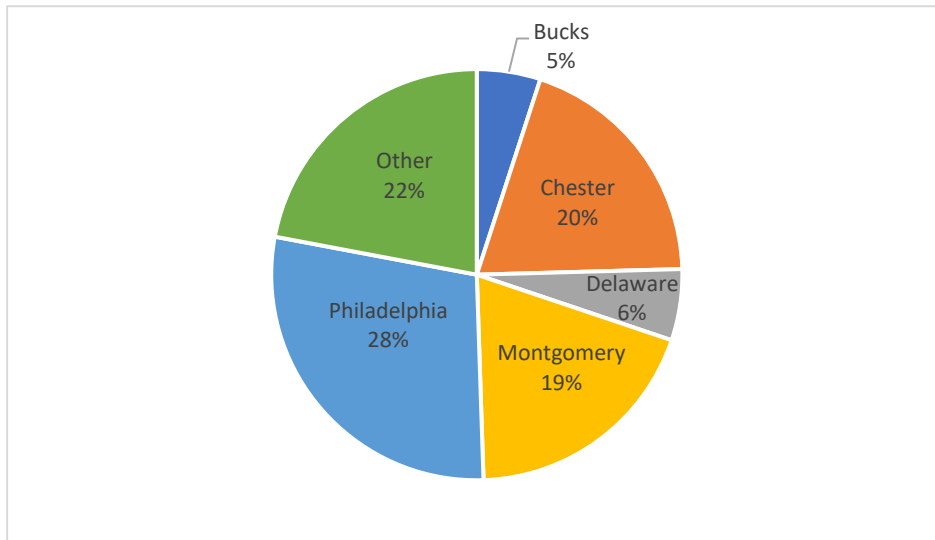
### TOP NEEDS

Rent Payment Assistance	854
Housing Related Coordinated Entry	460
Electric Service Payment Assistance	358
Discounted Internet Service	289
Housing Search Assistance	264
Food Pantries	222
Comprehensive Information and Referral	185
Covid-19 Control	159
Community Shelters	145
Gas Service Payment Assistance	125

### TOP UNMET NEEDS

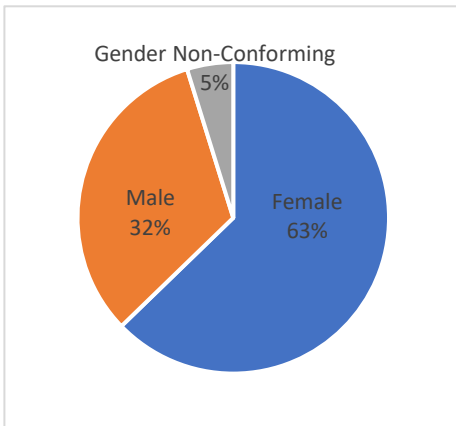
Housing Related Coordinated Entry	5
Automobile Insurance Payment Assistance	3
Automobile Payment Assistance	3
Medical Expense Assistance	3
Cable Service Payment Assistance	2
Homeless Motel Vouchers	2
Mental Health Crisis Lines	2
Pet Food	2
Property Tax Payment Assistance	2
Rent Payment Assistance	2

# CONTACTS BY COUNTY

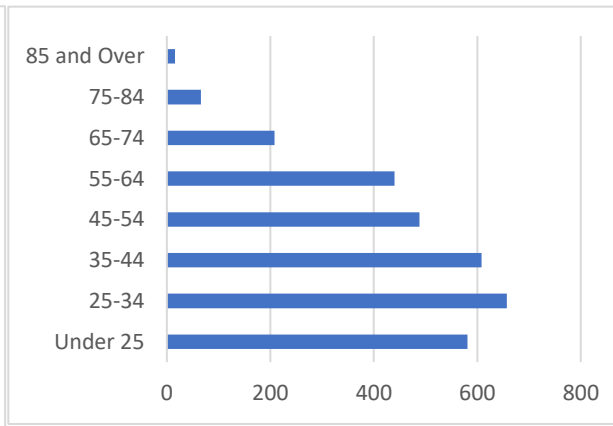


# DEMOGRAPHICS

## GENDER



## AGE



## TOP ZIP CODES

Zip	Count	Zip	Count
19320	359	19382	77
19401	240	19335	71
19464	202	19139	70
19143	101	19141	63
19460	100	19120	62
19124	98	19144	62
19140	89	19446	59
19380	89	19403	57
19132	80	19111	56
19134	78	19121	54

# TOP REFERRALS

Saint Vincent DePaul Society - Rent and Utility Assistance	667
Office of Supportive Housing - Emergency Assistance and Response Unit (EARU)	291
PA Housing Search Website	275
PHLconnectED	260
Montgomery County Community Action Development Commission (CADCOM) - Emergency Assistance	205
Chester County Coordinated Entry Line	149
Your Way Home - Coordinated Shelter Entry and Additional Services - Montgomery; Norristown	144
PHLConnectED - Directions to Redeem Enrollment Codes	139
Emergency Shelter Allowance (ESA) - Montgomery	122

## PA 2-1-1 Southeast: January 2021

Community Association of Strawberry Mansion	120
Catholic Social Services - Utility Service Payment Assistance	87
24-Hour Homeless Outreach Hotline	81
Philly Food Finder	81
Pennsylvania Department of Health, Administrative Entities	80
Chester County COVID Rent/Utility Arrears Assistance	79
Emergency Shelter Allowance (ESA) - Boulevard District	75
CAADC - Rental Assistance	72
Catholic Social Services - Housing Search Assistance	72
Human Services - Emergency Rental Assistance	72
Bucks County Housing Link	69
Southwest Community Development Corporation	68
PECO Matching Energy Assistance Fund (MEAF)	65
Catholic Social Services - Immigrant, Refugee and Asylee Support	63
Utility Emergency Services Fund - Utility Emergency Grants	61
Germantown Avenue Crisis Ministry - Utility and Housing, application assistance.	58