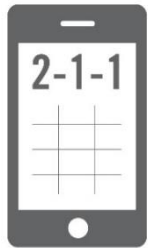


“ 2-1-1 SEPA helps me make the most of my limited resources. ”  
2-1-1 caller

## CONTACT VOLUME



**5,079**  
PHONE CONTACTS  
Last month: 4,977  
Last year: 3,503



**4,493**  
WEBSITE VISITS  
Last month: 4,174  
Last year: 1,488



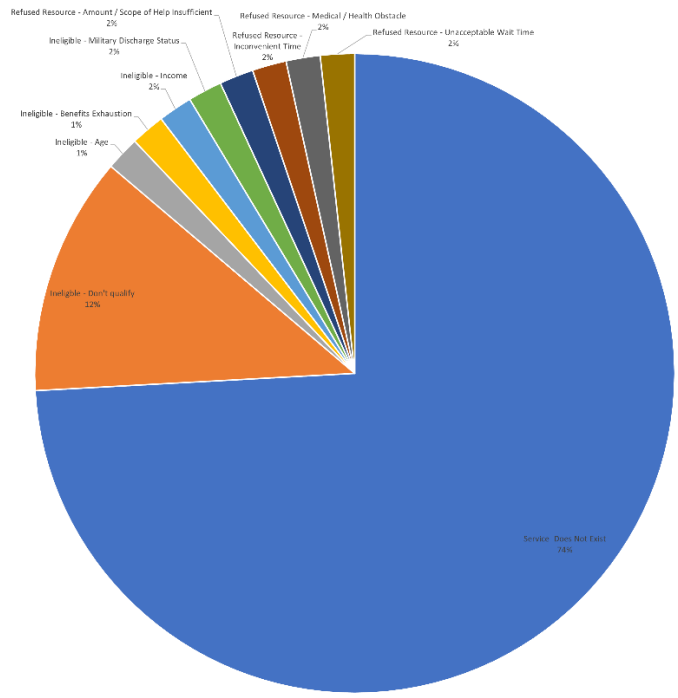
**351**  
CHAT & TEXT CONTACTS  
Last month: 489  
Last year: 700

## NEEDS

<b>932</b> UTILITIES	<b>2,435</b> HOUSING	<b>202</b> FOOD	<b>167</b> HEALTH CARE & COVID-19	<b>50</b> MATERIAL GOODS	<b>220</b> INCOME SUPPORT & EMPLOYMENT

If services do not 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



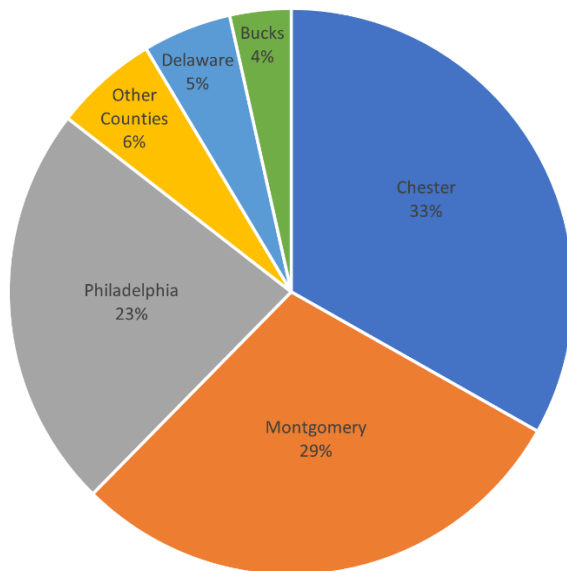
### TOP NEEDS

Rent Payment Assistance	757
Housing Related Coordinated Entry	523
Electric Service Payment Assistance	446
Housing Search Assistance	250
Discounted Internet Service	189
Low Income/Subsidized Private Rental Housing	148
Community Shelters	146
Comprehensive Information and Referral	135
Food Pantries	103
Gas Service Payment Assistance	103

### TOP UNMET NEEDS

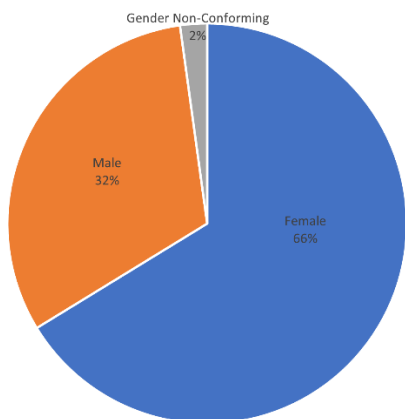
Homeless Motel Vouchers	3
Automobile Insurance Payment Assistance	2
Automotive Repair and Maintenance	2
Directory Assistance	2
Home Maintenance and Minor Repair Services	2
Housing Related Coordinated Entry	2
Motel Bill Payment Assistance	2
Property Tax Payment Assistance	2
Rent Payment Assistance	2
Sewer Service Payment Assistance	2

# CONTACTS BY COUNTY

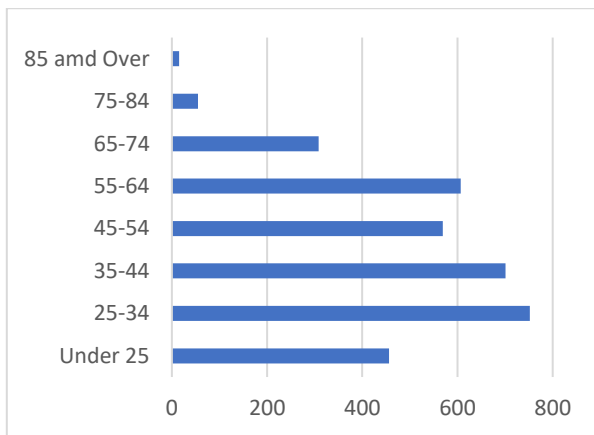


# DEMOGRAPHICS

## GENDER



## AGE



## TOP ZIP CODES

Zip	Count	Zip	Count
19320	600	19143	58
19401	331	19124	57
19464	193	19134	56
19382	117	19132	55
19460	116	19406	55
19380	97	19140	54
19335	96	19013	51
19403	63	19121	49
19365	61	19090	46
19355	59	19446	46

# TOP REFERRALS

Saint Vincent DePaul Society - Rent and Utility Assistance	301
PA Housing Search Website	274
Chester County Coordinated Entry Line	192
PHLconnectED	170
Your Way Home - Coordinated Shelter Entry and Additional Services - Montgomery; Norristown	157
Chester County COVID Rent/Utility Arrears Assistance	153
City of Philadelphia - Covid-19 Emergency Rent Assistance Program (ERAP)	139
Your Way Home - Emergency Rent and Utility Coalition (ERUC) - Covid-19 Assistance Programs	128
Community Association of Strawberry Mansion	112
Catholic Social Services - Rent, Mortgage and Utility Assistance	110

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

### TOP REFERRALS (cont'd)

Montgomery County Community Action Development Commission (CADCOM) - Emergency Assistance	76
PECO - Matching Energy Assistance Fund (MEAF)	73
24-Hour Homeless Outreach Hotline	71
Catholic Social Services - Delaware County	69
Office of Supportive Housing - Emergency Assistance and Response Unit (EARU)	67
Parent Technology Support Centers - Pick up Hotspots	65
PHLConnectED - Directions to Redeem Enrollment Codes	65
Utility Emergency Services Fund - Utility Emergency Grants	64
Emergency Shelter Allowance (ESA) - Pottstown District	62
Office of Supportive Housing - AppleTree Center - Intake/Assessment for Women and Families	57
Chester County Emergency Rent and Utilities Assistance Program (ERAP)	55
Human Services - Emergency Rental Assistance	51
Home of the Sparrow - Single Mothers / Single Women COVID-19 Assistance	50
Emergency Shelter Allowance (ESA) - Philadelphia	49
Office of Adult and Family Services - Homeless Services	48