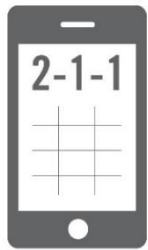


“ 2-1-1 SEPA helps me make the most of my limited resources. ~ 2-1-1 caller ~ ”

CONTACT VOLUME



5,816
PHONE CONTACTS
Last month: 5,471
Last year: 3,886



4,762
WEBSITE VISITS
Last month: 4,493
Last year: 1,069



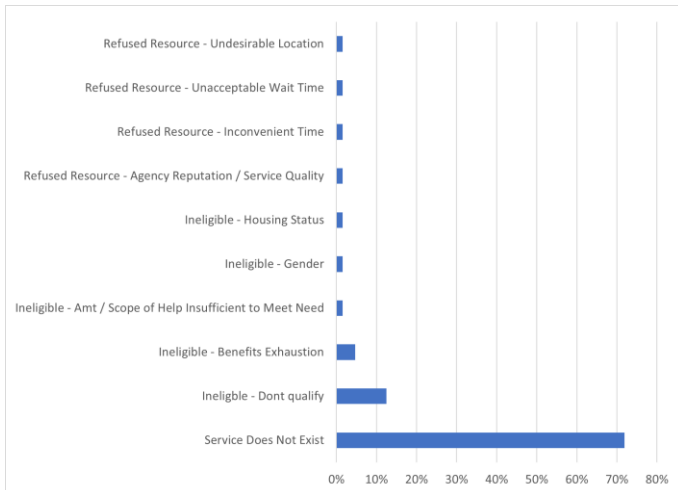
666
CHAT, TEXT, & EMAIL CONTACTS
Last month: 521
Last year: 308

NEEDS

| | | | | | |
|---------------------------|-------------------------|--------------------|--------------------------------------|------------------------------|---|
| | | | | | |
| 1,184 UTILITIES | 3,236 HOUSING | 277 FOOD | 199 HEALTH CARE & COVID-19 | 118 MATERIAL GOODS | 304 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



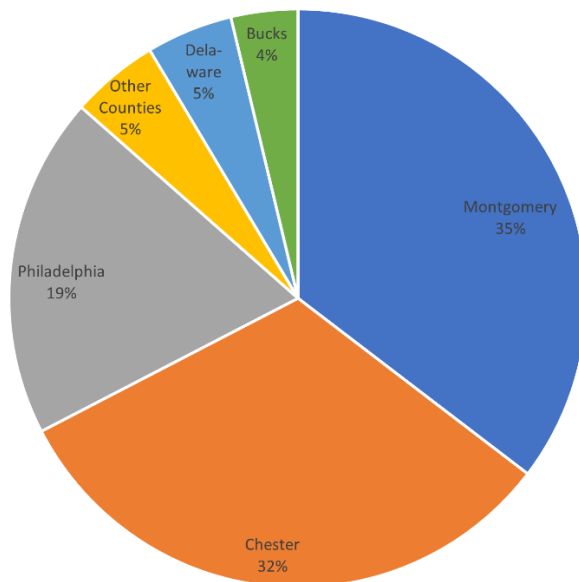
TOP NEEDS

| | |
|--|------|
| Rent Payment Assistance | 1054 |
| Electric Service Payment Assistance | 609 |
| Housing Related Coordinated Entry | 559 |
| Housing Search Assistance | 394 |
| Low Income/Subsidized Private Rental Housing | 247 |
| Community Shelters | 166 |
| Comprehensive Information and Referral | 159 |
| Undesignated Temporary Financial Assistance | 139 |
| Discounted Internet Service | 137 |
| Food Pantries | 116 |

TOP UNMET NEEDS

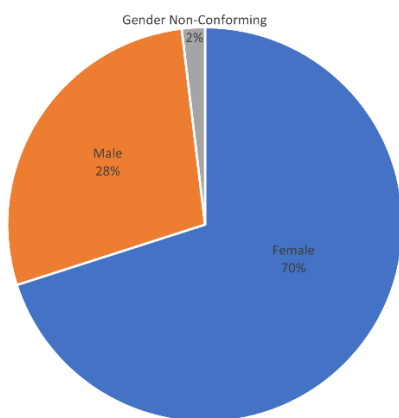
| | |
|-------------------------------------|---|
| Air Conditioners | 4 |
| Community Shelters | 3 |
| Employment Related Transportation | 3 |
| Gas Money | 3 |
| Homeless Motel Vouchers | 3 |
| Housing Related Coordinated Entry | 3 |
| Moving Expense Assistance | 3 |
| Rent Payment Assistance | 3 |
| Electric Service Payment Assistance | 2 |
| Long Distance Bus Fare | 2 |

CONTACTS BY COUNTY

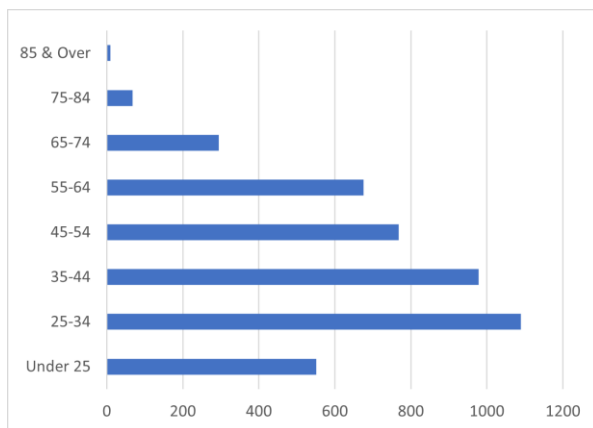


DEMOGRAPHICS

GENDER



AGE



TOP ZIP CODES

| Zip | Count | Zip | Count |
|-------|-------|-------|-------|
| 19320 | 702 | 19027 | 75 |
| 19401 | 522 | 19140 | 74 |
| 19464 | 350 | 19104 | 69 |
| 19335 | 149 | 19090 | 67 |
| 19460 | 144 | 19013 | 64 |
| 19382 | 139 | 19120 | 64 |
| 19380 | 122 | 19363 | 64 |
| 19403 | 91 | 19132 | 63 |
| 19341 | 82 | 19406 | 63 |
| 19446 | 78 | 19124 | 61 |

TOP REFERRALS

| | |
|--|-----|
| Saint Vincent DePaul Society - Rent and Utility Assistance | 526 |
| Pennsylvania Housing Finance Agency - PA Housing Search Website | 427 |
| Your Way Home - Emergency Rent and Utility Coalition (ERUC) - Covid-19 Assistance Programs | 364 |
| Chester County Emergency Rent and Utilities Assistance Program (ERAP) | 342 |
| City of Philadelphia - Covid-19 Emergency Rent Assistance Program (ERAP) | 244 |
| Catholic Social Services - Rent, Mortgage and Utility Assistance | 235 |
| Chester County Coordinated Entry Line | 210 |
| PECO - Matching Energy Assistance Fund (MEAF) | 175 |
| Your Way Home - Coordinated Shelter Entry and Additional Services - Montgomery; Norristown | 167 |
| Utility Emergency Services Fund - Utility Emergency Grants | 149 |

PA 2-1-1 Southeast: June 2021

TOP REFERRALS (cont'd)

| | |
|--|-----|
| Pennsylvania Department of Human Services - Emergency Shelter Allowance (ESA) - Pottstown District | 137 |
| Modest Needs - Emergency Self-Sufficiency Grants | 117 |
| PHLconnectED | 116 |
| Regional Housing Legal Services - Pennsylvania Utility Law Project (PULP) | 102 |
| Office of Supportive Housing - Emergency Assistance and Response Unit (EARU) | 98 |
| Catholic Social Services - Delaware County | 93 |
| Pennsylvania Public Utility Commission (PUC) | 83 |
| US Department of Housing and Urban Development - Philadelphia Field Office | 83 |
| Project HOME - 24-Hour Homeless Outreach Hotline | 82 |
| PHLConnectED - Directions to Redeem Enrollment Codes | 81 |
| Southwest Community Development Corporation | 78 |
| Between Friends Outreach, Inc. - Doylestown/Perkasie | 77 |
| Catholic Social Services - Utility Service Payment Assistance | 73 |
| Montgomery County Housing Authority - Homeownership Program | 70 |
| Catholic Social Services - Housing & Homeless Services | 66 |
| Friends Rehabilitation Program - Affordable Rental Housing | 62 |
| Office of Adult and Family Services - Homeless Services | 59 |
| Pennsylvania Housing Finance Agency - Homeowner's Emergency Mortgage Assistance Program (HEMAP) | 55 |
| Fair Housing Council of the Capital Region - Fair Housing Council | 52 |
| Office of Homeless Services - AppleTree Center - Intake/Assessment for Women and Families | 50 |