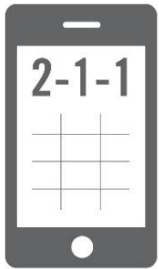




PA 2-1-1 Southeast found me the help I needed to stay self-sufficient.
- Recent 2-1-1 caller



CONTACT VOLUME



2200
PHONE
CONTACTS

Last month: 2790
Last year: 1446



1252
WEBSITE
VISITS

Last month: 1468
Last year: 1948



155
CHAT & TEXT

Last month: 171
Last year: 251

NEEDS



HOUSING 978



UTILITY ASSISTANCE 772



FOOD 82



HOLIDAY PROGRAMS 109

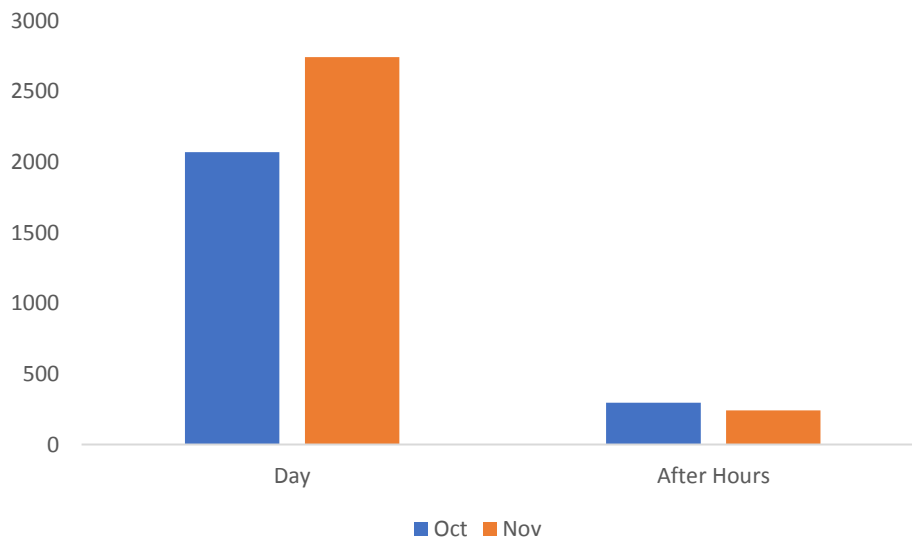


MATERIAL GOODS 95

TOP NEEDS

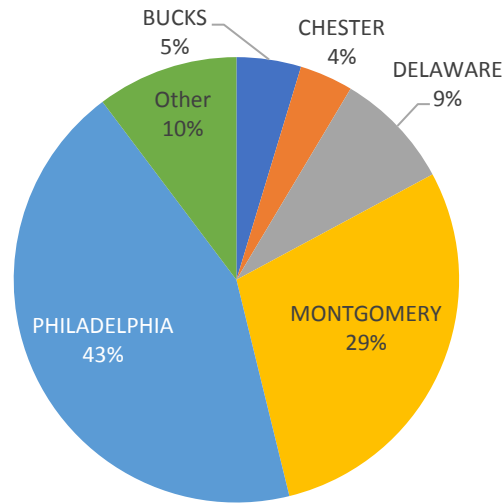
Electric Service Payment Assistance	579
Rent Payment Assistance	216
Food Pantries	179
Homeless Shelter	101
Gas Service Payment Assistance	77
Comprehensive Information and Referral	70
Holiday Gifts/Toys	60
Home Rental Listings	58
Community Shelters	56
Housing Search and Information	52
Total Needs	3262

CONTACTS: TIME OF DAY



PA 2-1-1 SOUTHEAST: November 2018

CONTACTS BY COUNTY



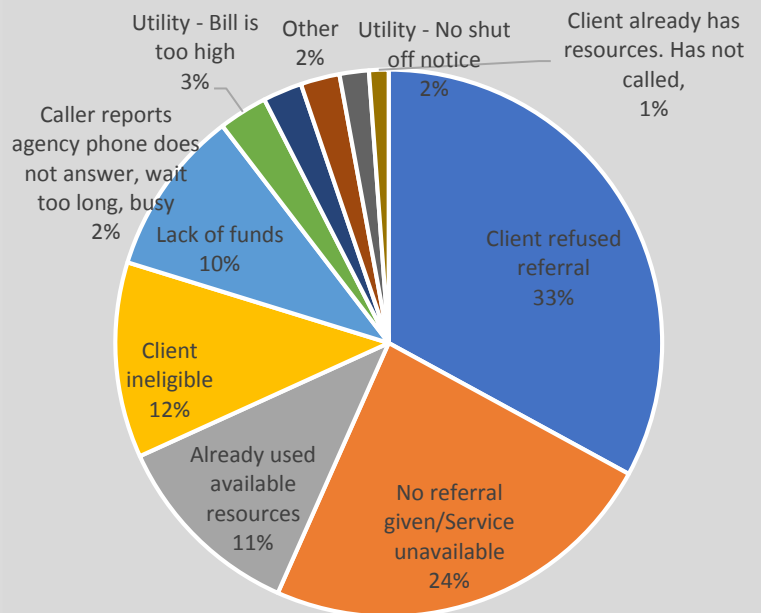
UNMET NEEDS

If services don't 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

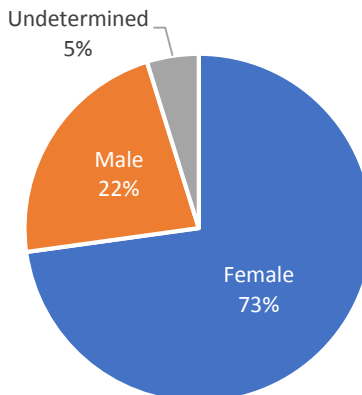
Electric Service Payment Assistance	56
Rent Payment Assistance	21
Comprehensive Information and Referral	12
Rental Deposit Assistance	11
Discounted Electric Service	6
Holiday Gifts/Toys	6
Gas Service Payment Assistance	5
Thanksgiving Baskets	4
Heating Fuel Payment Assistance	4
Total Needs Unmet	173

REASON NEED UNMET

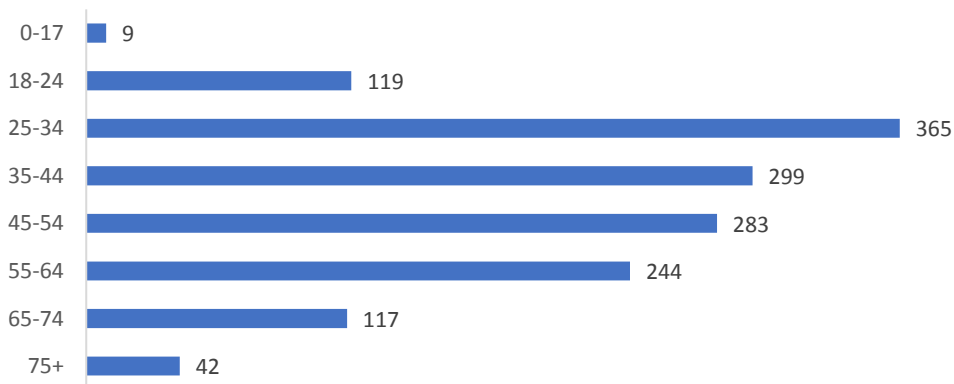


DEMOGRAPHICS

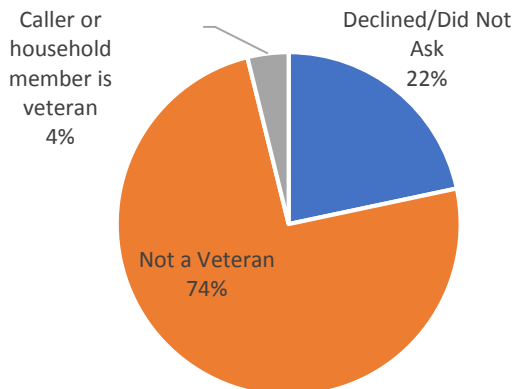
GENDER



AGE



MILITARY STATUS



TOP REFERRALS

Your Way Home - Coordinated Shelter Entry and Additional Services - Montgomery; Norristown	202
Office of Supportive Housing - Emergency Assistance and Response Unit (EARU)	76
PA Housing Search Website	74
United Communities Southeast Philadelphia - Benefits Access Center	66
CAADC - Utility Assistance	64
PECO Matching Energy Assistance Fund (MEAF)	63
Center in the Park - Neighborhood Energy Center	62
Utility Emergency Services Fund - Utility Emergency Grants	57
PECO - Assistance Programs - Utility Service Payment Assistance	57
LIHEAP (Energy Assistance, Utility Help) - Delancey District	53
LIHEAP (Energy Assistance, Utility Help) - Boulevard District	52
LIHEAP (Energy Assistance, Utility Help) - Glendale District	51
2-1-1 US - Helpline Search	50
2-1-1 SE PA Important Information - Philly Food Finder	48
Search for a 2-1-1 or Information and Referral Service	45
Catholic Social Services - Housing Search Assistance	44
LIHEAP (Energy Assistance, Utility Help) - Darby	40
24-Hour Homeless Outreach Hotline	38
Office of Supportive Housing - AppleTree Center - Intake/Assessment for Women and Families	38
Missionary Sisters of Charity - Single Women's Shelter - Montgomery; Norristown	36
LIHEAP (Energy Assistance, Utility Help) - Crosby	33
Montgomery County Community Action Development Commission (CADCOM) - Emergency Utility Assistance Services	33
PGW - LIHEAP, UESF, and Crisis Assistance	32
LIHEAP (Energy Assistance, Utility Help) - Montgomery County	32
Center in the Park - Housing Counselor	29