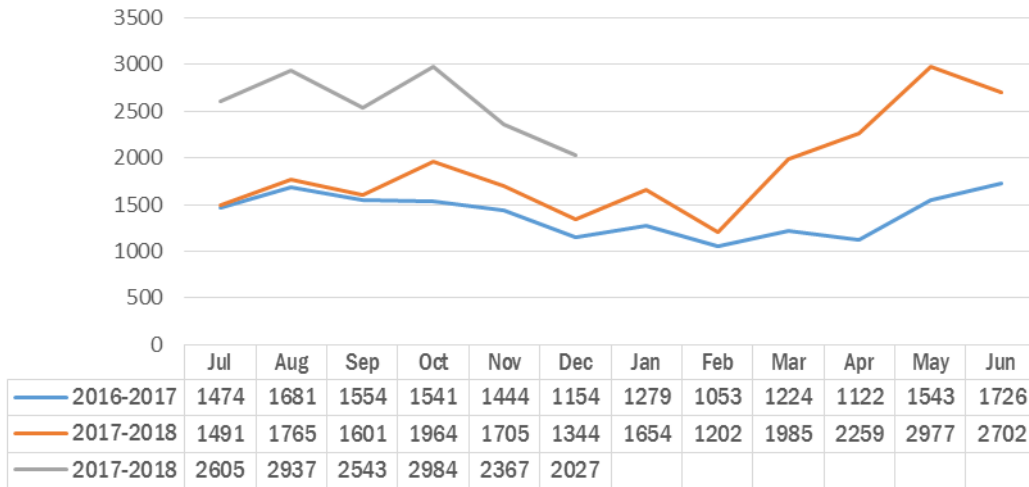


“ PA 2-1-1 Southeast helped when we were new to the area and didn't know where to turn for help. ”
- 2-1-1 caller

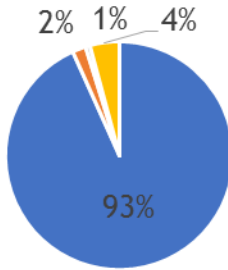
CONTACT VOLUME

SEPA Contacts by Month

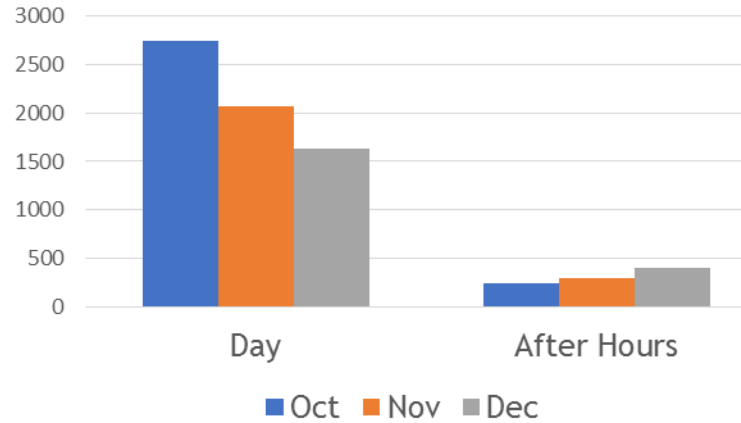


TYPE OF CONTACT

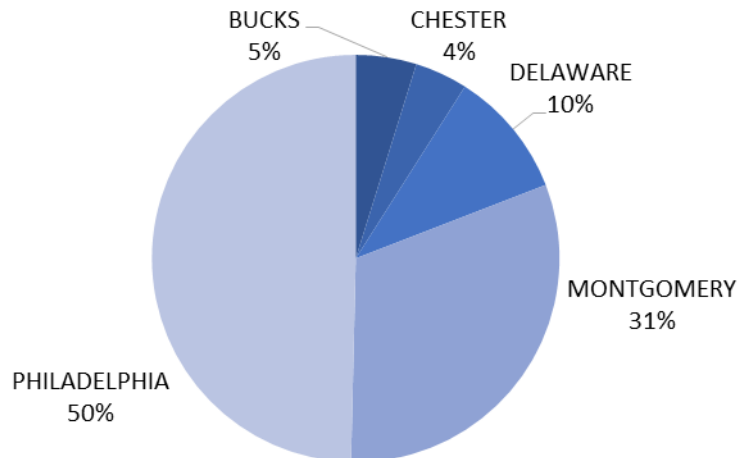
■ Phone ■ Chat ■ Other ■ Text



TIME OF CONTACT



CONTACTS BY COUNTY



NEEDS

TOP NEEDS

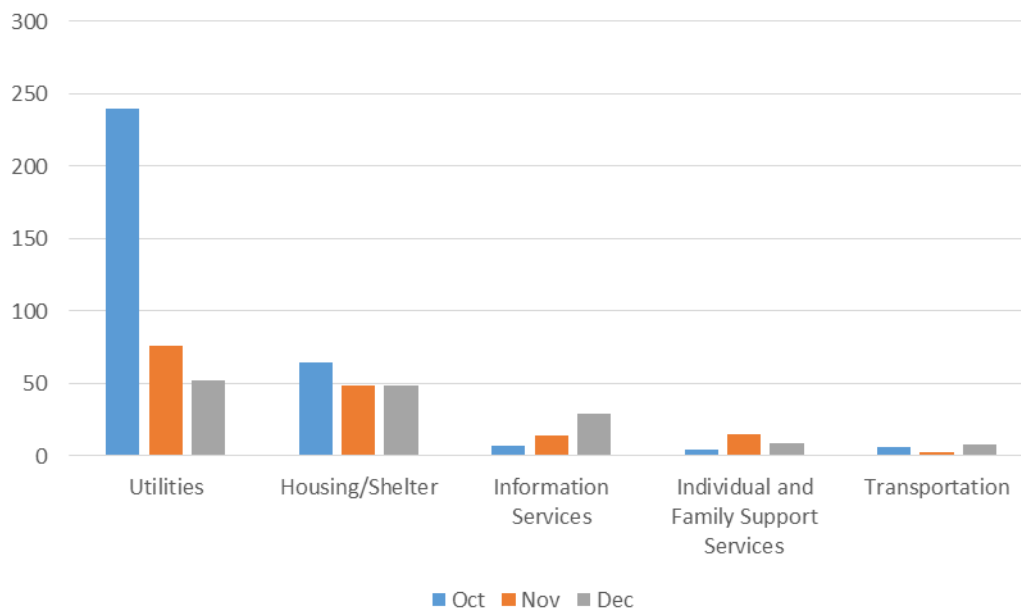
Presenting Need	Total
Electric Service Payment Assistance	1784
Rent Payment Assistance	667
Housing Related Coordinated Entry	642
Food Pantries	528
Homeless Shelter	286
Gas Service Payment Assistance	233
Homeless People	221
Community Shelters	212
211 Lead Agencies	203
Comprehensive Information and Referral	181
Total Needs	

BASIC NEEDS

Basic Needs	Total
Top Housing Needs	1976
Rent Payment Assistance	667
Housing Related Coordinated Entry	642
Homeless Shelter	286
Community Shelters	212
Home Rental Listings	169
Top Utility Needs	2405
Electric Service Payment Assistance	1784
Gas Service Payment Assistance	233
Utility Service Payment Assistance	160
Water Service Payment Assistance	133
Discounted Electric Service	95
Top Material Goods Needs	386
Clothing	86
Furniture	28

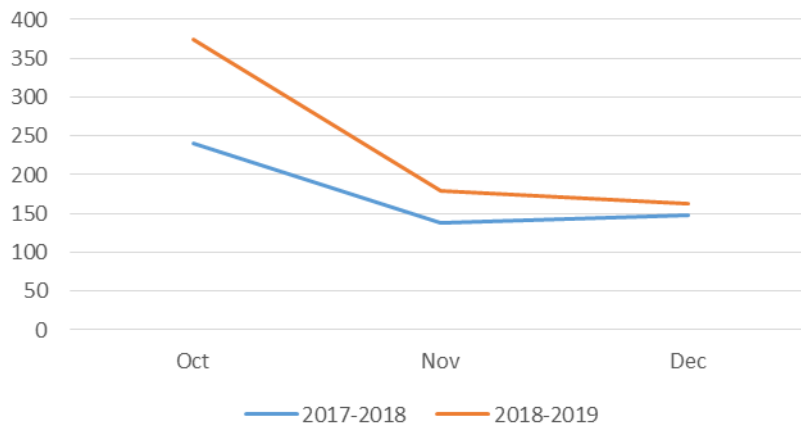
UNMET NEEDS

TYPES OF UNMET NEEDS



PA 2-1-1 SOUTHEAST: Q2 2018

UNMET NEEDS: YEARLY COMPARISON

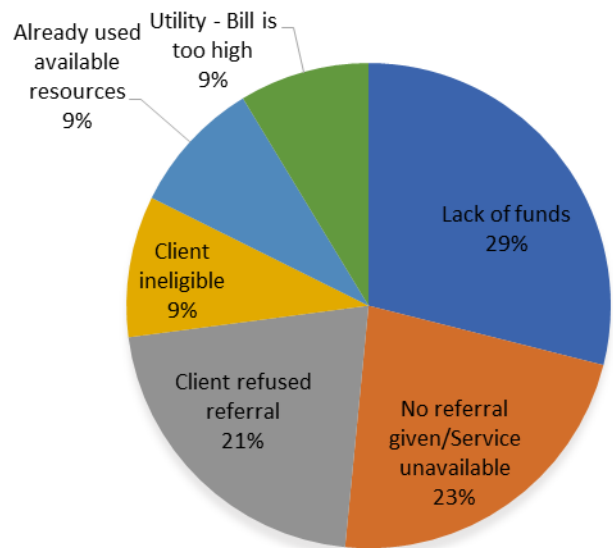


If services don't exist to meet an inquirer's need or if they are deemed ineligible, 2-1-1 records that as an unmet need. In these cases, 2-1-1 resource navigators explore other services that may be of assistance.

TOP UNMET NEEDS

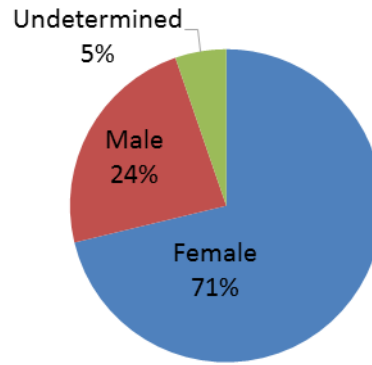
Unmet Needs	# of Contacts
Basic Needs	421
Electric Service Payment Assistance	265
Rent Payment Assistance	72
Gas Service Payment Assistance	33
Rental Deposit Assistance	27
Discounted Electric Service	24
Organizational/Community/International Services	41
Comprehensive Information and Referral	41
Individual and Family Life	24
Holiday Gifts/Toys	11
Thanksgiving Baskets	5
Christmas Baskets	3
In Home Assistance	3
Home Maintenance and Minor Repair Grants/Loans	2
Total	173

REASON NEED UNMET

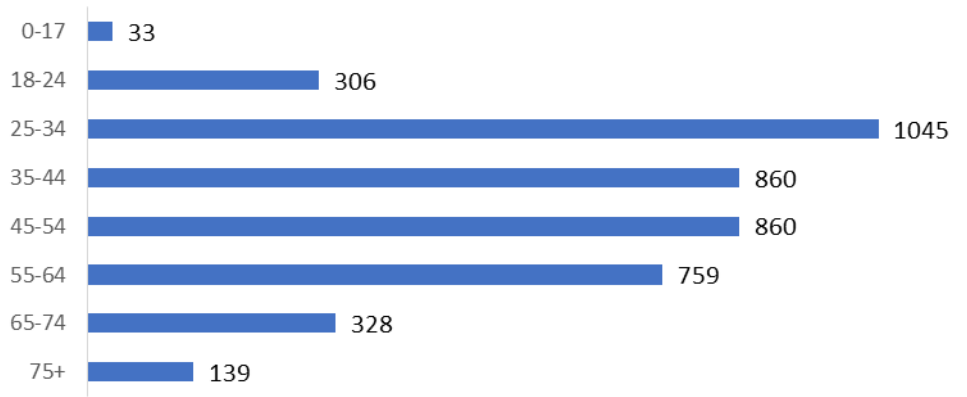


DEMOGRAPHICS

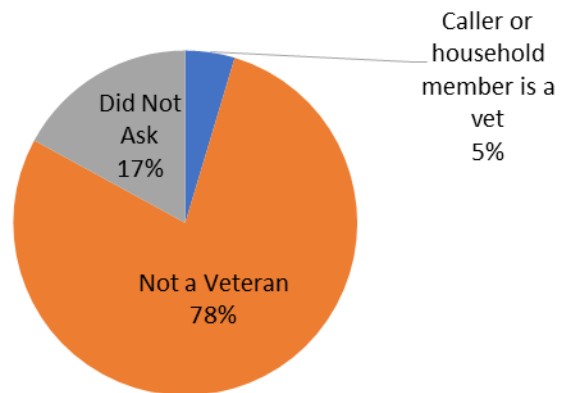
GENDER



AGE



MILITARY STATUS



PA 2-1-1 SOUTHEAST: Q2 2018

TOP REFERRALS

Your Way Home - Coordinated Shelter Entry and Additional Services - Montgomery; Norristown	720
PECO Matching Energy Assistance Fund (MEAF)	550
United Communities Southeast Philadelphia - Benefits Access Center	298
Office of Supportive Housing - Emergency Assistance and Response Unit (EARU)	290
PA Housing Search Website	229
Utility Emergency Services Fund - Utility Emergency Grants	217
CAADC - Utility Assistance	205
Center in the Park - Neighborhood Energy Center	201
PECO - Assistance Programs - Utility Service Payment Assistance	193
2-1-1 SE PA Important Information - Philly Food Finder	182
2-1-1 US - Helpline Search	146
Search for a 2-1-1 or Information and Referral Service	126
Office of Supportive Housing - AppleTree Center - Intake/Assessment for Women and Families	121
Catholic Social Services - Housing Search Assistance	121
Montgomery County Community Action Development Commission (CADCOM) - Emergency Utility Assistance Services	116
24-Hour Homeless Outreach Hotline	114
Philadelphia Corporation for Aging - Emergency Fund for Older Philadelphians	103
PECO - CAP Rate - Discounted Utility Service	98
Manna on Main Street - Emergency Aid	96
Missionary Sisters of Charity - Single Women's Shelter - Montgomery; Norristown	96
2-1-1 SE PA Important Information - WhyHunger	86
Center in the Park - Housing Counselor	82
Liberty Resources - Housing	81
LIHEAP (Energy Assistance, Utility Help) - Delancey District	78
LIHEAP (Energy Assistance, Utility Help) - Glendale District	71

