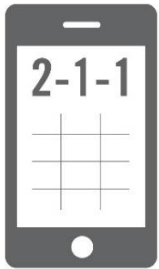




PA 2-1-1 Southeast found me the help I needed to stay self-sufficient.  
- Recent 2-1-1 caller



### CONTACT VOLUME



**2334**  
PHONE  
CONTACTS

Last month: 3236  
Last year: 1121



**1252**  
WEBSITE  
VISITS

Last month: 1140  
Last year: 1212



**223**  
CHAT & TEXT

Last month: 257  
Last year: 51

### NEEDS



**HOUSING**

**931**



**UTILITY  
ASSISTANCE**

**714**



**FOOD**

**200**



**Legal Services**

**100**



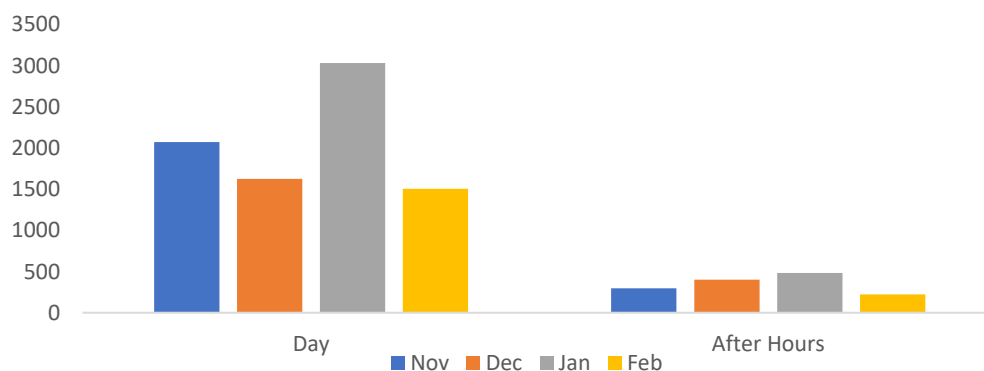
**TAX  
ASSISTANCE**

**90**

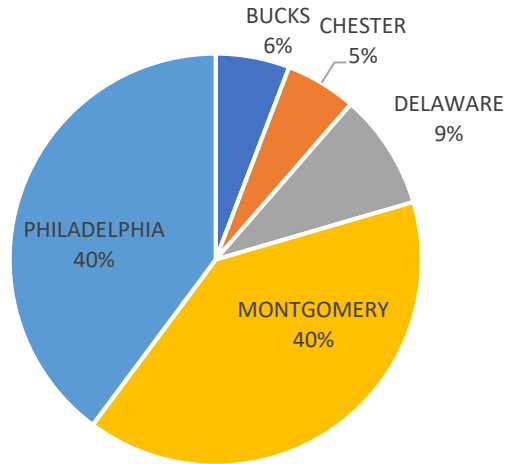
#### TOP NEEDS

Electric Service Payment Assistance	471
Housing Related Coordinated Entry	190
Rent Payment Assistance	165
Food Pantries	146
Homeless Shelter	70
Home Rental Listings	69
211 Systems	61
VITA Program Sites	60
Comprehensive Information and Referral	51
Gas Service Payment Assistance	47
<b>Total Needs</b>	

### CONTACTS: TIME OF DAY



## CONTACTS BY COUNTY



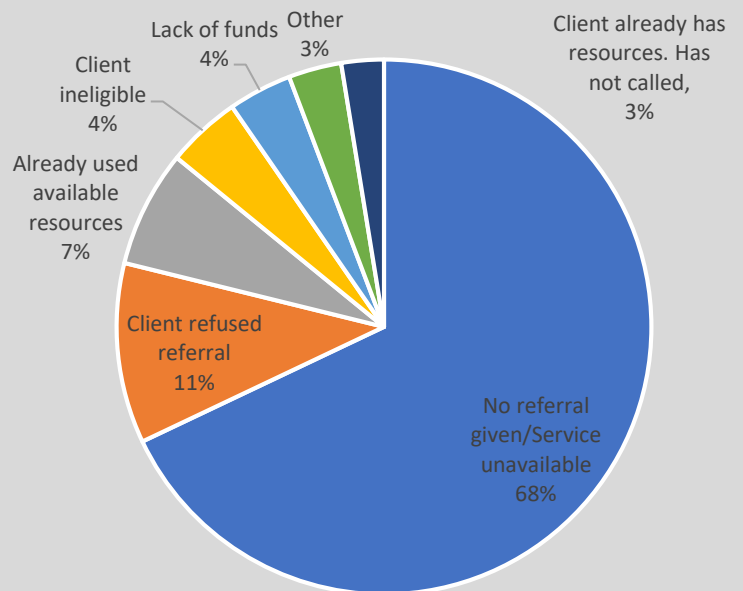
## UNMET NEEDS

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

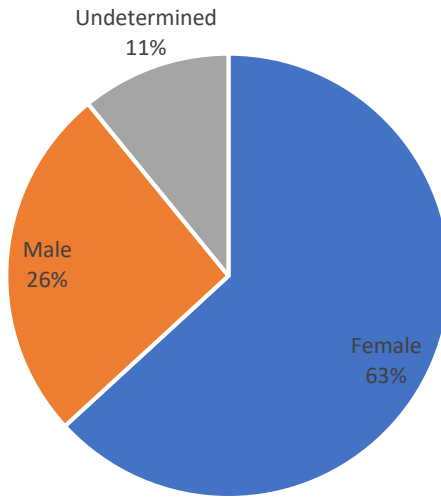
Electric Service Payment Assistance	34
Comprehensive Information and Referral	28
211 Systems	27
Topical Identifiers/Issues	10
Rent Payment Assistance	6
Community Shelters	6
Directory Assistance	6
Rental Deposit Assistance	5
Extreme Weather Shelters	4
<b>Total Needs Unmet</b>	<b>163</b>

### REASON NEED UNMET

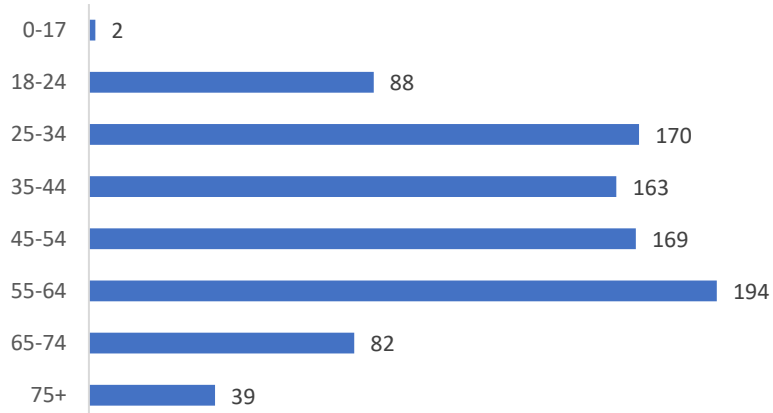


### DEMOGRAPHICS

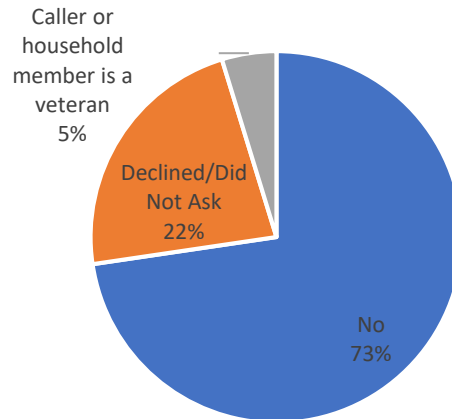
#### GENDER



#### AGE



#### MILITARY STATUS



## TOP REFERRALS

Your Way Home - Coordinated Shelter Entry and Additional Services - Montgomery; Norristown	166
Office of Supportive Housing - Emergency Assistance and Response Unit (EARU)	156
Search for a 2-1-1 or Information and Referral Service	86
PA Housing Search Website	75
Tax Site Locator	70
CAADC - Utility Assistance	50
Norristown Hospitality Center - Day Shelter - Montgomery; Norristown	42
Manna on Main Street - Emergency Aid	39
Utility Emergency Services Fund - Utility Emergency Grants	36
Missionary Sisters of Charity - Single Women's Shelter - Montgomery; Norristown	32
United Communities Southeast Philadelphia - Benefits Access Center	31
Office of Supportive Housing - AppleTree Center - Intake/Assessment for Women and Families	30
Catholic Social Services - Housing Search Assistance	28
PECO - Assistance Programs - Utility Service Payment Assistance	26
Bucks County Opportunity Council - Utility Emergency and Preventive Services (Central Bucks)	26
Center in the Park - Neighborhood Energy Center	24
Montgomery County Community Action Development Commission (CADCOM) - Emergency Utility Assistance Services	23
2-1-1 SE PA Important Information - Philly Food Finder	23
Philadelphia Corporation for Aging - Emergency Fund for Older Philadelphians	22
LIHEAP (Energy Assistance, Utility Help) - Crosby	21
24-Hour Homeless Outreach Hotline	21
Philadelphia Corporation for Aging - Senior Services - CENTRAL INTAKE	19
Bucks County Opportunity Council - Utility, Emergency and Preventive Services (Lower Bucks)	19
Pennsylvania Link to Aging and Disability Resources Philadelphia County - CENTRAL INTAKE	18
The Open Link - Financial Assistance	18