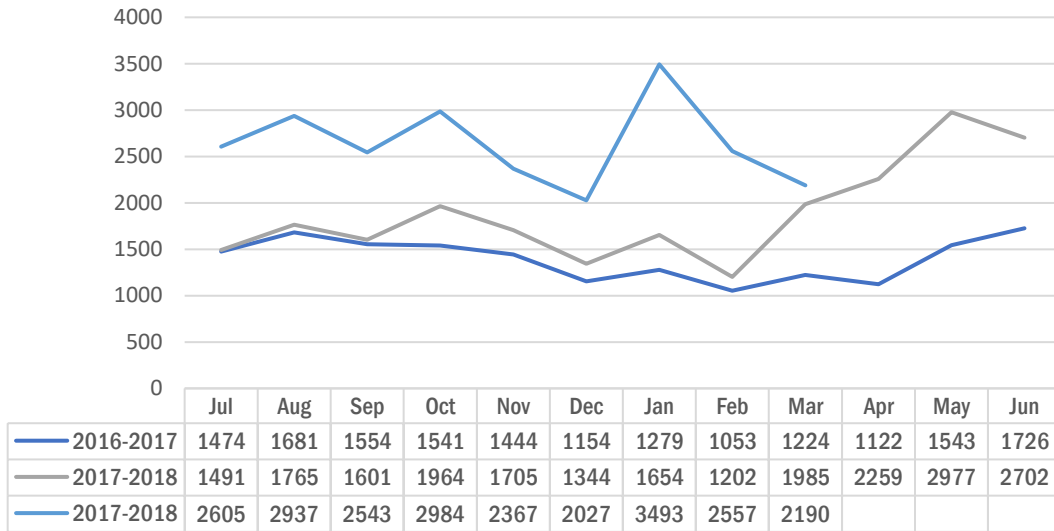


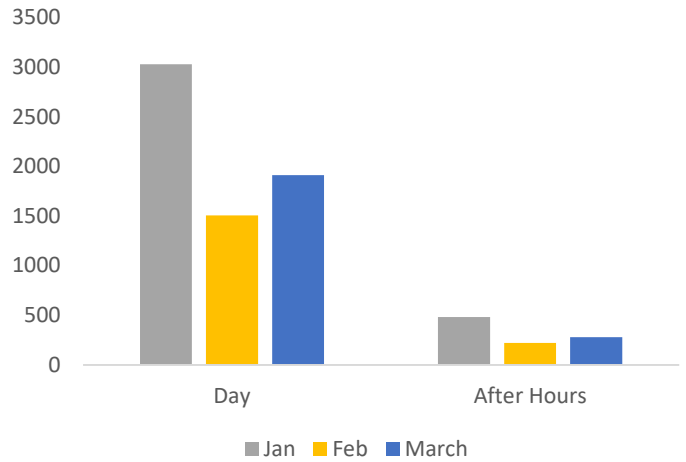
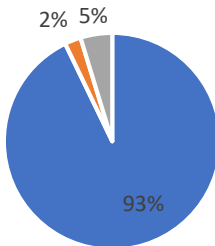
“ PA 2-1-1 Southeast helped when we were new to the area and didn't know where to turn for help. ”  
- 2-1-1 caller

### CONTACT VOLUME

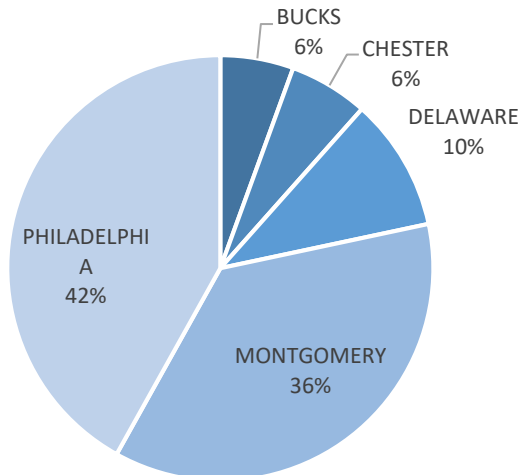


### TYPE OF CONTACT

■ Phone ■ Chat ■ Text



### CONTACTS BY COUNTY



## NEEDS

### TOP NEEDS

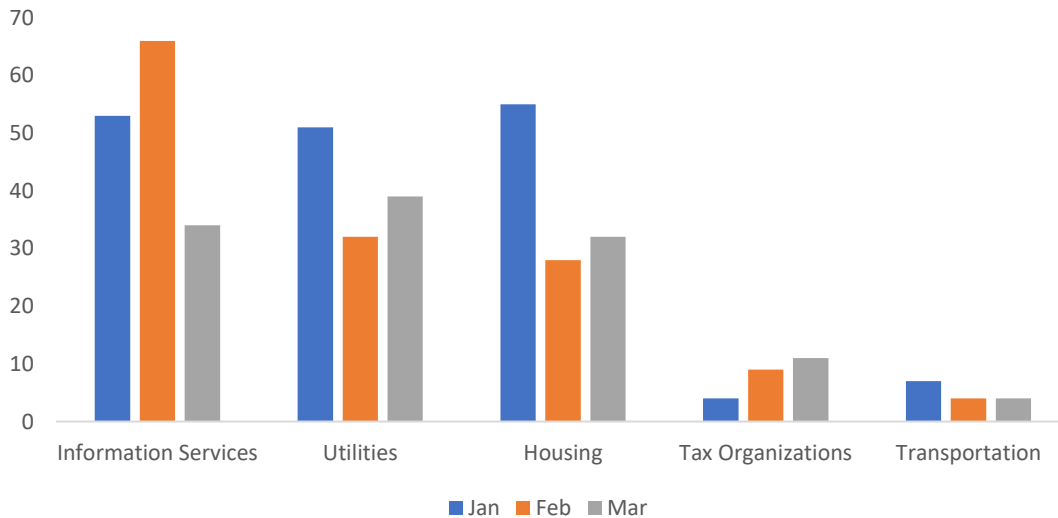
Presenting Need	Total
Electric Service Payment Assistance	1065
Housing Related Coordinated Entry	463
Rent Payment Assistance	450
Food Pantries	325
Homeless Shelter	236
211 Lead Agencies	231
Home Rental Listings	205
Comprehensive Information and Referral	171
Gas Service Payment Assistance	157
211 Systems	151
<b>Total Needs</b>	<b>2814</b>

### BASIC NEEDS

Basic Needs	Total
<b>Top Housing Needs</b>	<b>2813</b>
Housing Related Coordinated Entry	463
Rent Payment Assistance	450
Homeless Shelter	236
Home Rental Listings	205
Extreme Weather Shelters	145
<b>Top Utility Needs</b>	<b>1559</b>
Electric Service Payment Assistance	1065
Gas Service Payment Assistance	157
Water Service Payment Assistance	111
Utility Service Payment Assistance	69
Heating Fuel Payment Assistance	53
<b>Top Food</b>	<b>435</b>
Food Pantries	325
Soup Kitchens	63
Emergency Food	33
Formula/Baby Food	4
Home Delivered Meals	2

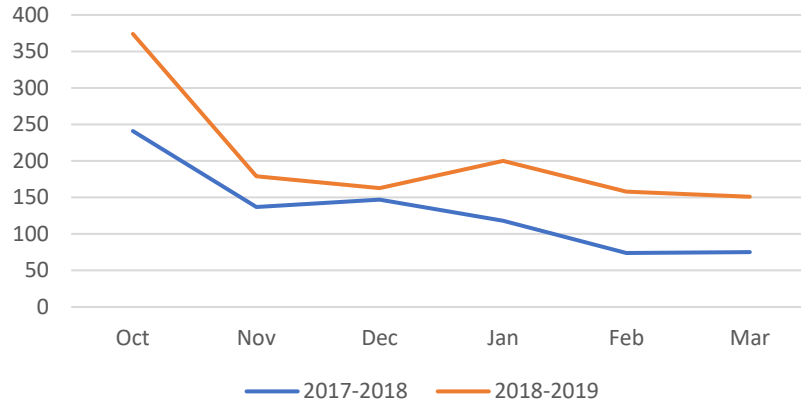
## UNMET NEEDS

### TYPES OF UNMET NEEDS



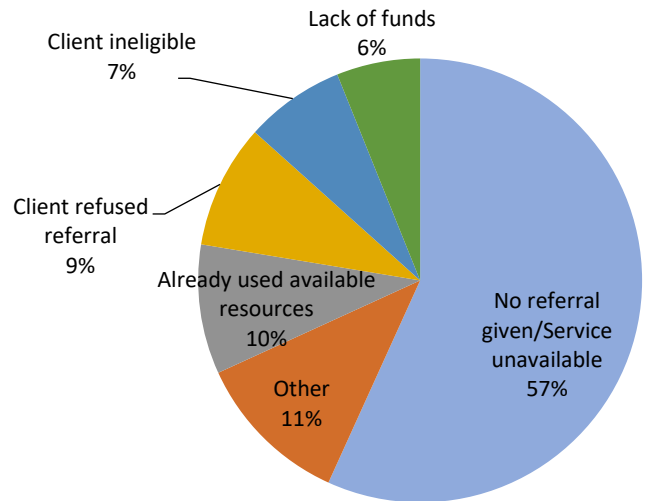
# PA 2-1-1 SOUTHEAST: Q2 2018

## 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.

## REASON NEED UNMET

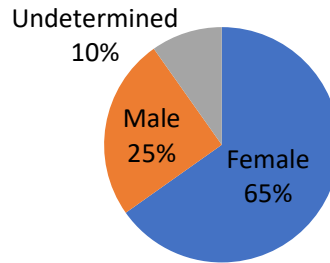


## TOP UNMET NEEDS

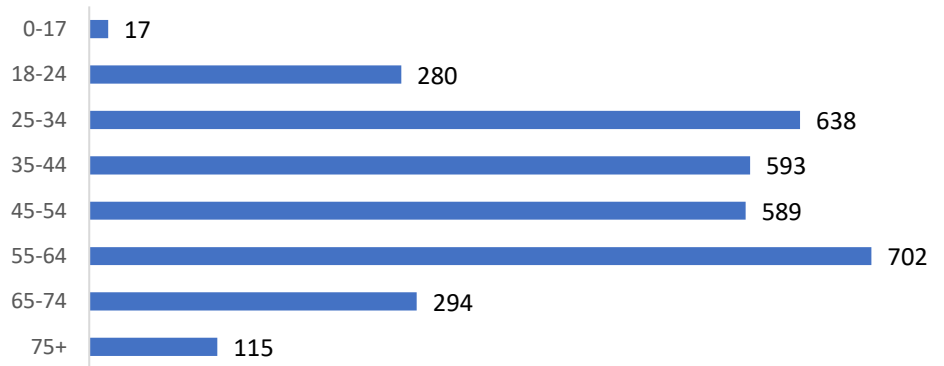
Unmet Needs	# of Contacts
Basic Needs	267
Electric Service Payment Assistance	79
Rent Payment Assistance	41
Community Shelters	14
Gas Service Payment Assistance	14
Rental Deposit Assistance	13
Housing Related Coordinated Entry	13
Water Service Payment Assistance	11
Extreme Weather Shelters	8
Heating Fuel Payment Assistance	6
Homeless Shelter	6
<b>Total</b>	

## DEMOGRAPHICS

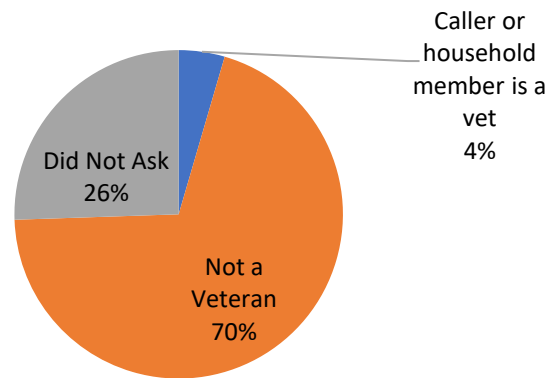
### GENDER



### AGE



### MILITARY STATUS



## TOP REFERRALS

Your Way Home - Coordinated Shelter Entry and Additional Services - Montgomery; Norristown	565
Office of Supportive Housing - Emergency Assistance and Response Unit (EARU)	530
PA Housing Search Website	296
Search for a 2-1-1 or Information and Referral Service	220
CAADC - Utility Assistance	168
Tax Site Locator	145
Utility Emergency Services Fund - Utility Emergency Grants	144
United Communities Southeast Philadelphia - Benefits Access Center	143
Catholic Social Services - Housing Search Assistance	111
Norristown Hospitality Center - Day Shelter - Montgomery; Norristown	109
Congreso de Latinos Unidos - Community Support Services	109
PECO - Assistance Programs - Utility Service Payment Assistance	108
Office of Supportive Housing - AppleTree Center - Intake/Assessment for Women and Families	104
Montgomery County Community Action Development Commission (CADCOM) - Emergency Utility Assistance Services	98
Missionary Sisters of Charity - Single Women's Shelter - Montgomery; Norristown	98
Manna on Main Street - Emergency Aid	93
Liberty Resources - Housing	88
Philadelphia Corporation for Aging - Emergency Fund for Older Philadelphians	83
PECO Matching Energy Assistance Fund (MEAF)	83
2-1-1 SE PA Important Information - Philly Food Finder	82
PGW - LIHEAP, UESF, and Crisis Assistance	77
Center in the Park - Neighborhood Energy Center	74
LIHEAP (Energy Assistance, Utility Help) - Crosby	71
Center in the Park - Housing Counselor	71
PECO - CARES: Customer Assistance and Referral Evaluation Services	69