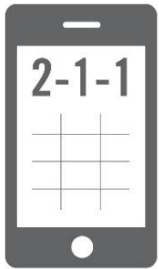




PA 2-1-1 Southeast found me the help I needed to stay self-sufficient.
- Recent 2-1-1 caller



CONTACT VOLUME



2921
PHONE
CONTACTS

Last month: 2052
Last year: 1121



1114
WEBSITE
VISITS

Last month: 942
Last year: 1191



155
CHAT & TEXT

Last month: 108
Last year: 105

NEEDS



HOUSING

1082



**UTILITY
ASSISTANCE**

1339



FOOD

144



Legal Services

95

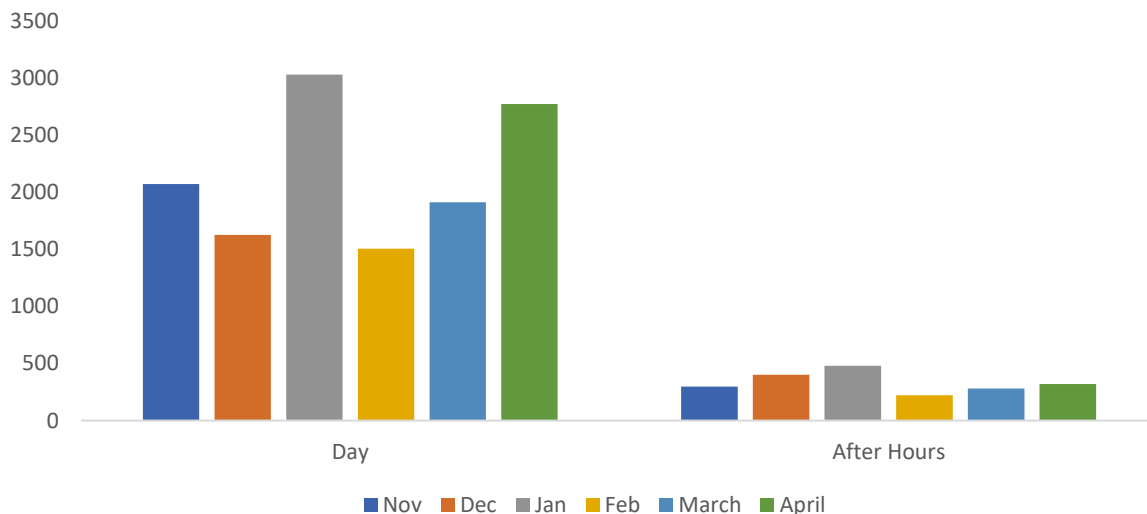


**Information
Services**

90

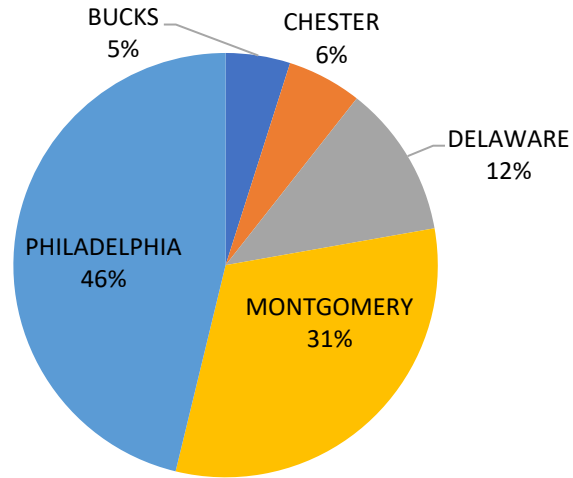
TOP NEEDS

Electric Service Payment Assistance	1022
Housing Related Coordinated Entry	196
Rent Payment Assistance	177
Homeless Shelter	121
Food Pantries	105
Gas Service Payment Assistance	95
Utility Service Payment Assistance	90
Water Service Payment Assistance	80
Home Rental Listings	79
211 Lead Agencies	68
Total Needs	3756



CONTACTS: TIME OF DAY

CONTACTS BY COUNTY



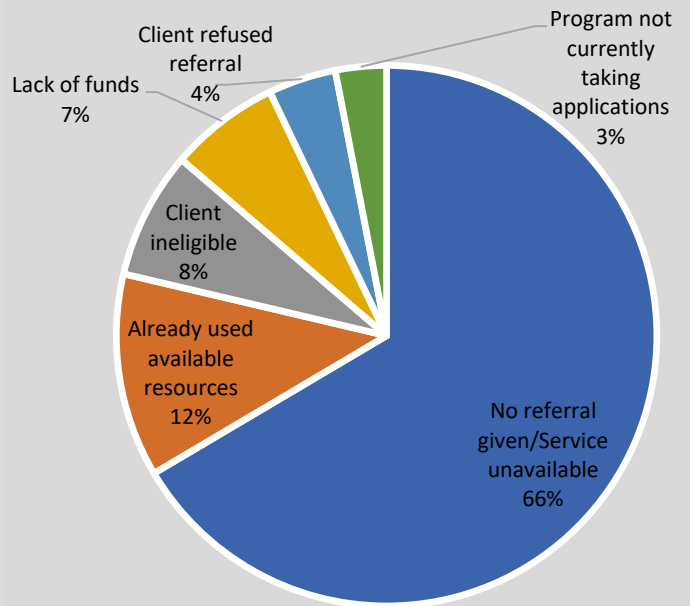
UNMET NEEDS

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

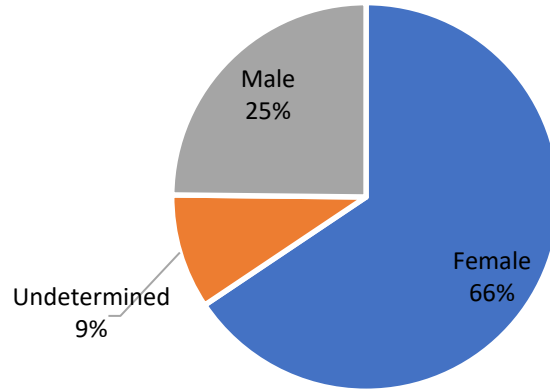
Electric Service Payment Assistance	96
Rent Payment Assistance	20
Topical Identifiers/Issues	14
Directory Assistance	14
Comprehensive Information and Referral	10
Water Service Payment Assistance	9
Gas Service Payment Assistance	6
Rental Deposit Assistance	3
Heating Fuel Payment Assistance	3
Total Needs Unmet	210

REASON NEED UNMET

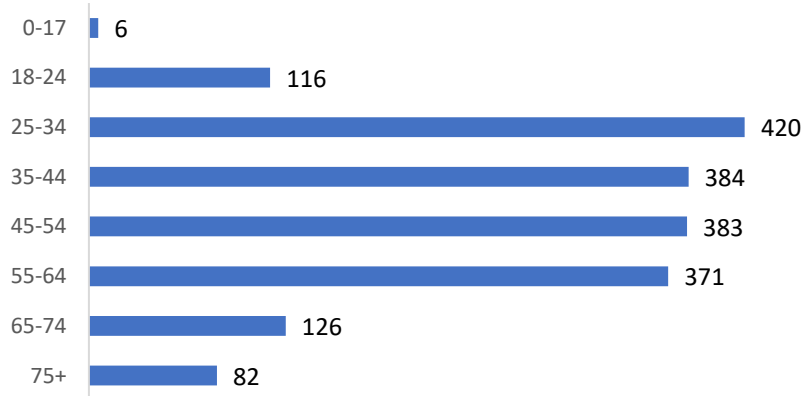


DEMOGRAPHICS

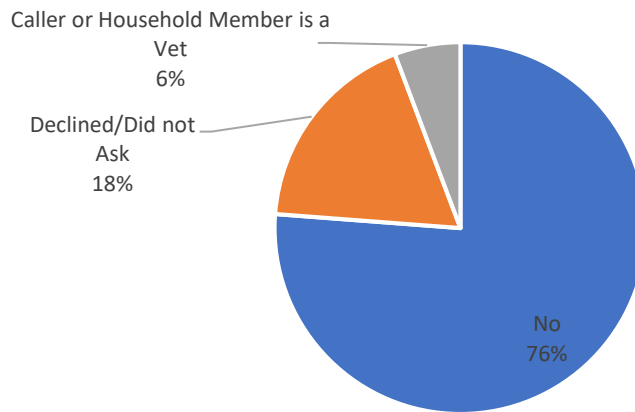
GENDER



AGE



MILITARY STATUS



TOP REFERRALS

Office of Supportive Housing - Emergency Assistance and Response Unit (EARU)	510
United Communities Southeast Philadelphia - Benefits Access Center	209
Your Way Home - Coordinated Shelter Entry and Additional Services - Montgomery; Norristown	192
PECO Matching Energy Assistance Fund (MEAF)	181
Utility Emergency Services Fund - Utility Emergency Grants	172
Montgomery County Community Action Development Commission (CADCOM) - Emergency Utility Assistance Services	139
PA Housing Search Website	132
Congreso de Latinos Unidos - Community Support Services	96
Philadelphia Corporation for Aging - Emergency Fund for Older Philadelphians	90
Center in the Park - Neighborhood Energy Center	85
Search for a 2-1-1 or Information and Referral Service	76
PECO - CARES: Customer Assistance and Referral Evaluation Services	76
Missionary Sisters of Charity - Single Women's Shelter - Montgomery; Norristown	64
PECO - Assistance Programs - Utility Service Payment Assistance	57
Norristown Hospitality Center - Day Shelter - Montgomery; Norristown	43
Catholic Social Services - Housing Search Assistance	42
Liberty Resources - Housing	41
PGW - LIHEAP, UESF, and Crisis Assistance	40
Office of Supportive Housing - AppleTree Center - Intake/Assessment for Women and Families	39
Bucks County Housing Link	38
Pennsylvania Utility Law Project (PULP)	36
The Open Link - Financial Assistance	32
Manna on Main Street - Emergency Aid	29
PA Public Utility Commission - Consumer Services Bureau	27
Montgomery County Housing Authority - Housing Choice Voucher Program	27