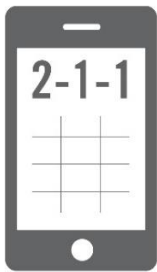


“PA 2-1-1 Southeast found a way to keep my power on when I thought I was out of options.”
- 2-1-1 caller

CONTACT VOLUME



2,825
PHONE CONTACTS

Last month: 2,988
Last year: 2,589



1,277
WEBSITE VISITS

Last month: 1,312
Last year: 1,406



183
CHAT & TEXT CONTACTS

Last month: 131
Last year: 112

NEEDS



1336
UTILITIES



1299
HOUSING



198
FOOD



116
INCOME SUPPORT & EMPLOYMENT

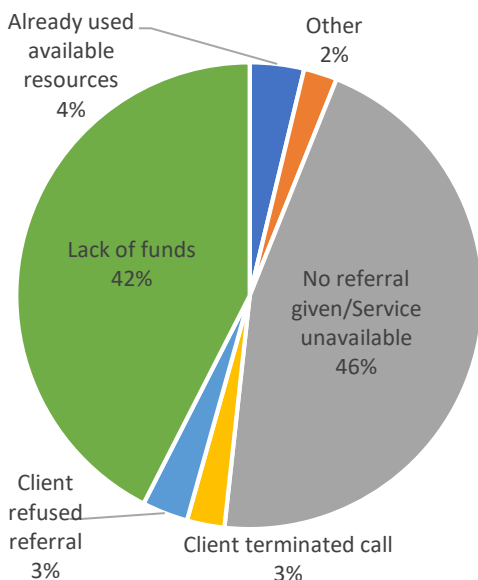


105
CRIMINAL JUSTICE & LEGAL



96
MATERIAL GOODS

If services don't exist to meet a contacts 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**



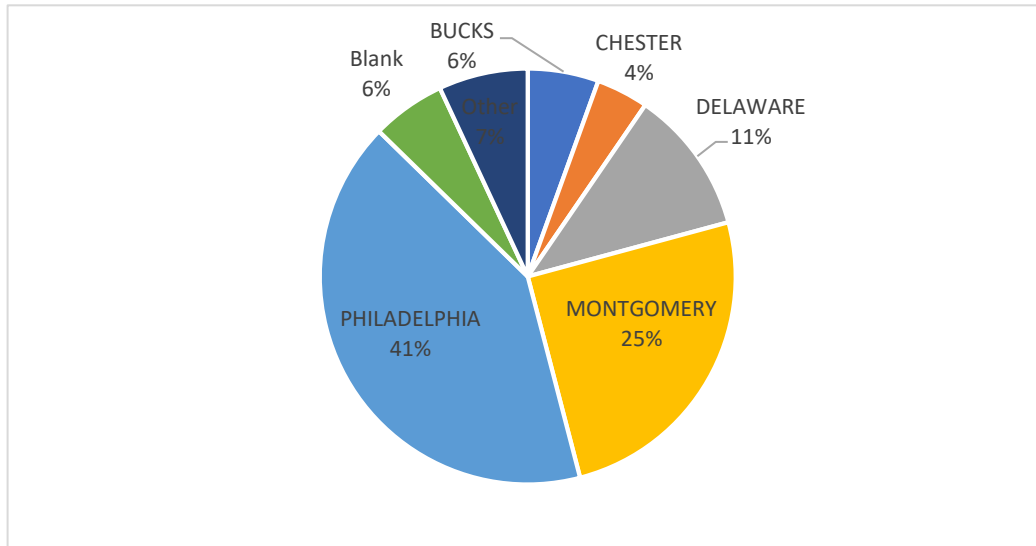
TOP NEEDS

Electric Service Payment Assistance	957
Housing Related Coordinated Entry	270
Rent Payment Assistance	259
Food Pantries	127
Gas Service Payment Assistance	97
Utility Assistance	96
Homeless Shelter	94
Home Rental Listings	80

TOP UNMET NEEDS

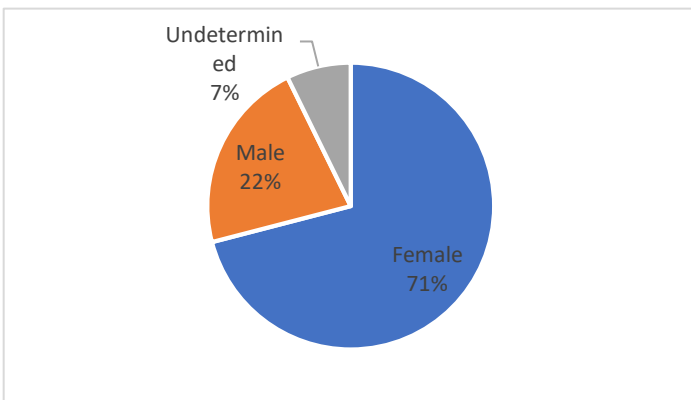
Electric Service Payment Assistance	166
Rent Payment Assistance	33
Topical Identifiers/Issues	22
Housing Related Coordinated Entry	21
Comprehensive Information and Referral	17
Directory Assistance	14
Rental Deposit Assistance	9
Air Conditioners	7

CONTACTS BY COUNTY

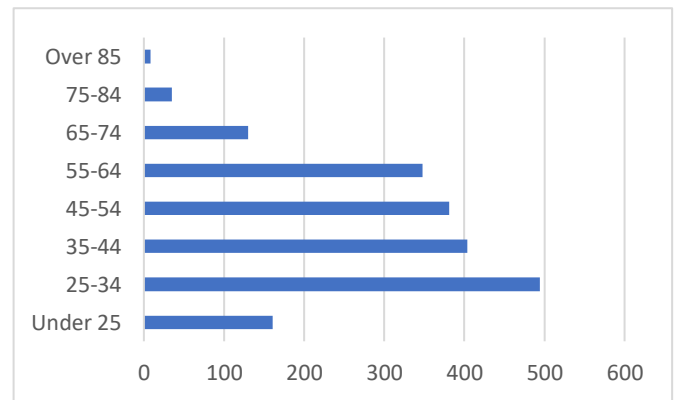


DEMOGRAPHICS

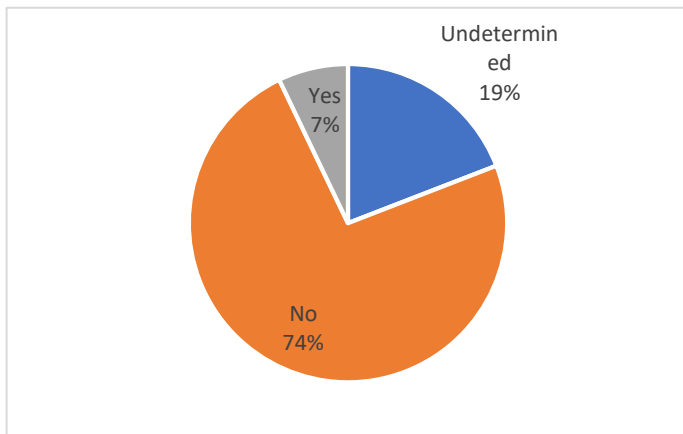
GENDER



AGE



MILITARY STATUS



TOP ZIP CODES

19401	254
19464	177
12345	163
19143	90
19124	83
19139	75
19140	70
19132	69
19082	68
19134	60

TOP REFERRALS

Office of Supportive Housing - Emergency Assistance and Response Unit (EARU)	629
PECO Matching Energy Assistance Fund (MEAF)	191
Your Way Home - Coordinated Shelter Entry and Additional Services - Montgomery; Norristown	150
United Communities Southeast Philadelphia - Benefits Access Center	148
PA Housing Search Website	118
PECO - CARES: Customer Assistance and Referral Evaluation Services	106
Utility Emergency Services Fund - Utility Emergency Grants	93
Congreso de Latinos Unidos - Community Support Services	91
Montgomery County Community Action Development Commission (CADCOM) - Emergency Utility Assistance Services	89
Philadelphia Corporation for Aging - Emergency Fund for Older Philadelphians	86
Office of Supportive Housing - AppleTree Center - Intake/Assessment for Women and Families	66
Search for a 2-1-1 or Information and Referral Service	65
PECO - Assistance Programs - Utility Service Payment Assistance	62
Catholic Social Services - Housing Search Assistance	60
Center in the Park - Neighborhood Energy Center	57
CAADC - Rental Assistance	53
Manna on Main Street - Emergency Aid	43
Bucks County Housing Link	41
Missionary Sisters of Charity - Single Women's Shelter - Montgomery; Norristown	40
Norristown Hospitality Center - Day Shelter - Montgomery; Norristown	40
Montgomery County Housing Authority - Housing Choice Voucher Program	36
2-1-1 SE PA Important Information - Philly Food Finder	34
ACT in Faith - Utility Service Payment Assistance	33
Philadelphia Housing Authority - General Housing Information	32
Bucks County Opportunity Council - Emergency Services (Lower Bucks)	30
Liberty Resources - Housing	29