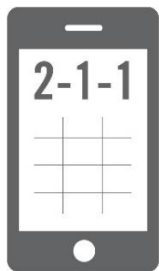


“ 2-1-1 SEPA helps me make the most of my limited resources. ”  
 - 2-1-1 caller

## CONTACT VOLUME



**2,687**  
**PHONE CONTACTS**  
 Last month: 2,687  
 Last year: 2,702



**1,609**  
**WEBSITE VISITS**  
 Last month: 1,656  
 Last year: 1,702



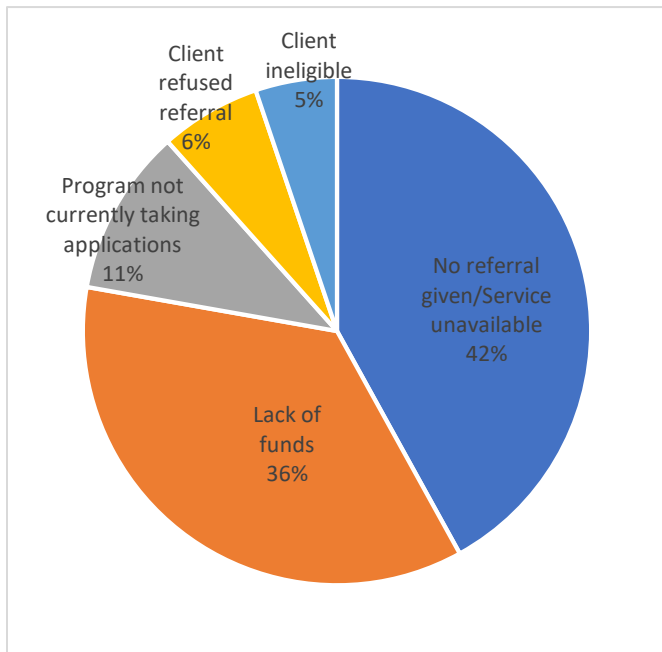
**220**  
**CHAT & TEXT CONTACTS**  
 Last month: 220  
 Last year: 164

## NEEDS

<b>792 UTILITIES</b>	<b>1488 HOUSING</b>	<b>173 FOOD</b>	<b>95 INCOME SUPPORT &amp; EMPLOYMENT</b>	<b>124 CRIMINAL JUSTICE &amp; LEGAL</b>	<b>96 MENTAL HEALTH &amp; SUBSTANCE USE</b>

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



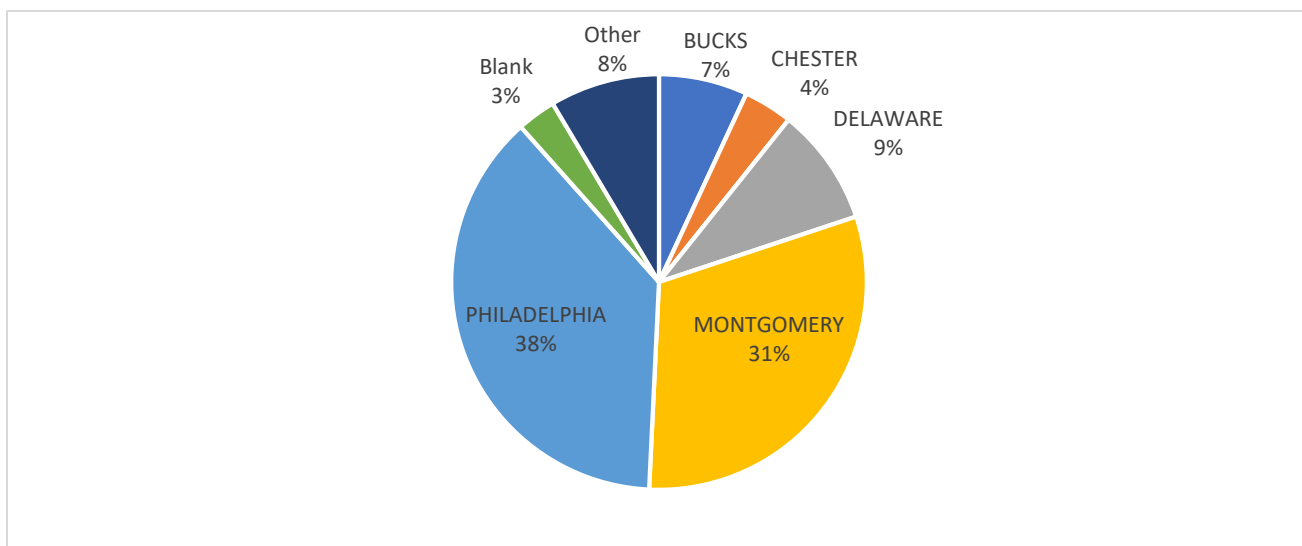
### TOP NEEDS

Electric Service Payment Assistance	571
Housing Related Coordinated Entry	388
Rent Payment Assistance	283
Food Pantries	134
Homeless Shelter	120
Home Rental Listings	94
Rental Deposit Assistance	77
Emergency Shelter	73
Gas Service Payment Assistance	68
Water Service Payment Assistance	66

### TOP UNMET NEEDS

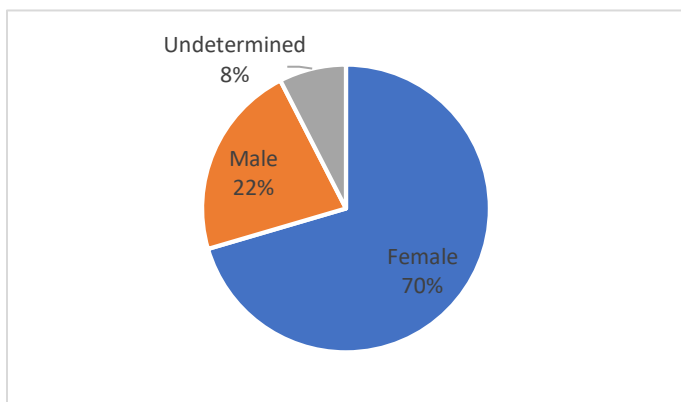
Electric Service Payment Assistance	173
Housing Related Coordinated Entry	85
Directory Assistance	39
Topical Identifiers/Issues	22
Comprehensive Information and Referral	17
Rent Payment Assistance	15
Gas Service Payment Assistance	10
Water Service Payment Assistance	7
Rental Deposit Assistance	7
Homeless Shelter	6

# CONTACTS BY COUNTY

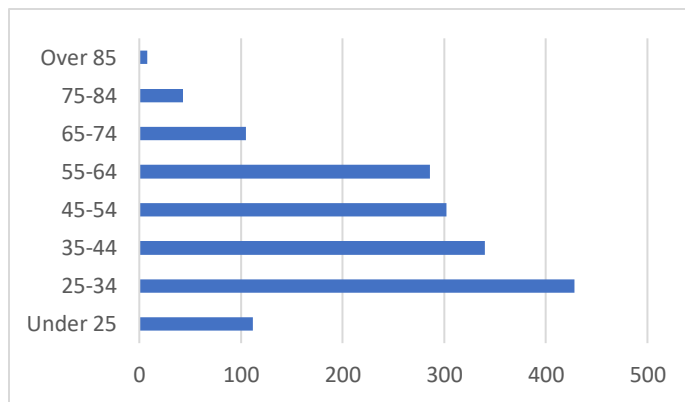


# DEMOGRAPHICS

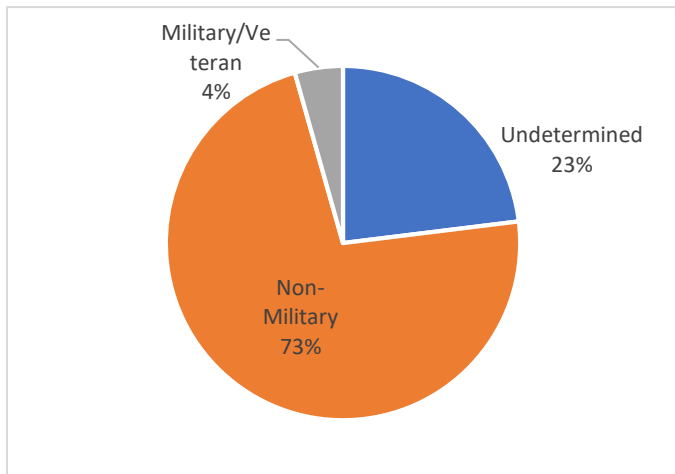
## GENDER



## AGE



## MILITARY STATUS



## TOP ZIP CODES

Zip	Count	Zip	Count
19401	252	19082	44
19464	159	19134	43
12345	75	19120	42
19132	61	19139	42
19124	61	19013	39
19143	58	19104	38
19131	51	19090	37
19121	50	19320	36
19140	47	19142	32
19082	44	19023	31

## PA 2-1-1 Southeast: August 2019

# TOP REFERRALS

Your Way Home - Coordinated Shelter Entry and Additional Services - Montgomery; Norristown	254
PA Housing Search Website	133
Benefits Data Trust - BenePhilly	121
Office of Supportive Housing - Emergency Assistance and Response Unit (EARU)	119
Office of Supportive Housing - AppleTree Center - Intake/Assessment for Women and Families	83
Utility Emergency Services Fund - Utility Emergency Grants	80
Search for a 2-1-1 or Information and Referral Service	71
PECO Matching Energy Assistance Fund (MEAF)	56
United Communities Southeast Philadelphia - Benefits Access Center	56
2-1-1 SE PA Important Information - Philly Food Finder	50
Congreso de Latinos Unidos - Community Support Services	49
Emergency Shelter Allowance (ESA) - Montgomery	47
Philadelphia Corporation for Aging - Emergency Fund for Older Philadelphians	43
Missionary Sisters of Charity - Single Women's Shelter - Montgomery; Norristown	43
Congreso de Latinos Unidos - Housing Foreclosure Intervention/Prevention	42
Bucks County Housing Link	42
24-Hour Homeless Outreach Hotline	41
CAADC - Rental Assistance	40
Catholic Social Services - Housing Search Assistance	40
Montgomery County Community Action Development Commission (CADCOM) - Emergency Utility Assistance Services	38
Montgomery County Housing Authority - Housing Choice Voucher Program	37
Center in the Park - Neighborhood Energy Center	36
PECO - CARES: Customer Assistance and Referral Evaluation Services	35
Bucks County Opportunity Council - Emergency Services (Lower Bucks)	33
Norristown Hospitality Center - Day Shelter - Montgomery; Norristown	31
The Open Link - Financial Assistance	29
Connect Points - Homelessness Services	29
Office of Supportive Housing - Red Shield - After Hours Reception for Families	29
Philadelphia Housing Authority - General Housing Information	27
Office of Supportive Housing - Roosevelt Darby Center - Intake/Assessment for Single Men	26
Emergency Shelter Allowance (ESA) - Delancey District	25
Southwest Community Development Corporation	25
Montgomery County Housing Authority - Homeownership Program	24
Community Action Agency of Delaware County - Emergency Shelter	24
Utility Emergency Services Fund - Family Empowerment Program - Philadelphia; Citywide	24
Liberty Resources - Housing	24
Salvation Army - Emergency Utility Assistance - Coatesville	24
Office of Supportive Housing - House of Passage - After Hours Reception for Single Women	23
PA Public Utility Commission - Consumer Services Bureau	22
Laurel House - Confidential Shelter	22