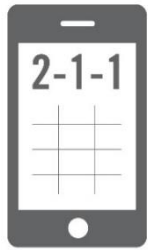


2-1-1 SEPA helps me make the most of my limited resources.
- 2-1-1 caller

CONTACT VOLUME



3,538
PHONE CONTACTS
Last month: 5,055
Last year: 1,418



NEED
WEBSITE VISITS
Last month: 6,808
Last year: NEED



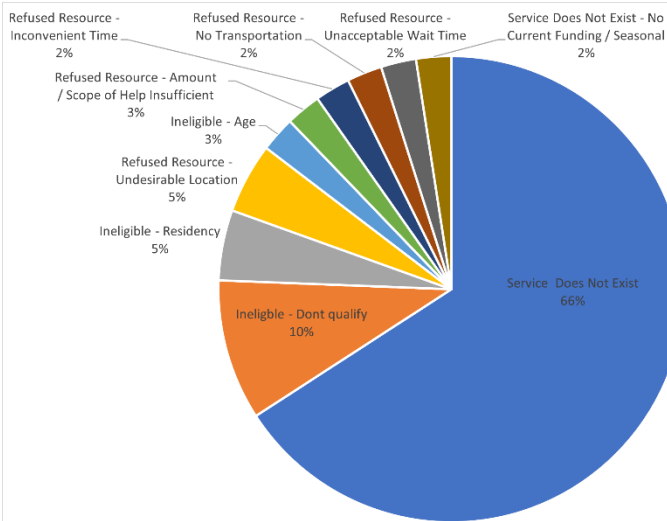
362
CHAT & TEXT CONTACTS
Last month: 637
Last year: 108

NEEDS

663 UTILITIES	1955 HOUSING	214 FOOD	171 HEALTH CARE	98 MATERIAL GOODS	237 INCOME SUPPORT & EMPLOYMENT

If services don't exist to meet a contact'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



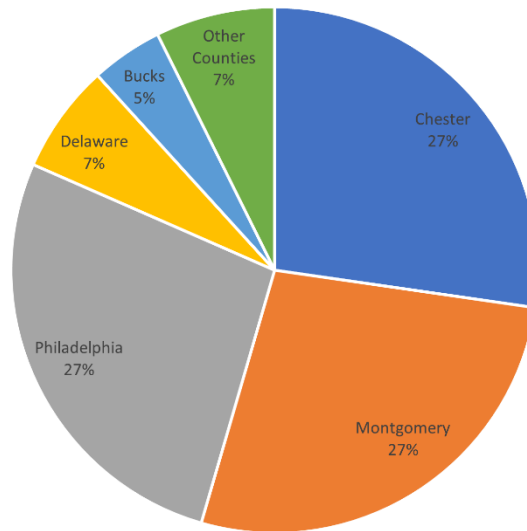
TOP NEEDS

Rent Payment Assistance	548
Housing Related Coordinated Entry	425
Electric Service Payment Assistance	295
Housing Search Assistance	197
Discounted Internet Service	146
Comprehensive Information and Referral	118
Extreme Weather Shelters	116
Food Pantries	114
Community Shelters	112
Low Income/Subsidized Private Rental Housing	110

TOP UNMET NEEDS

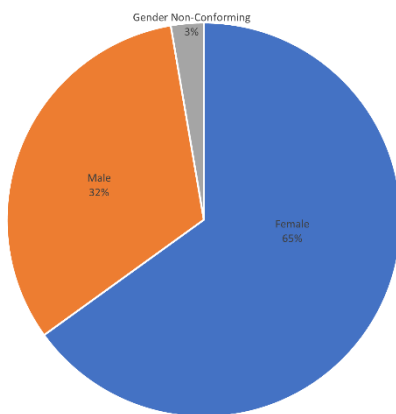
Rent Payment Assistance	5
Case/Care Management	4
Local Bus Fare	4
Housing Related Coordinated Entry	3
Furniture	2
Homeless Motel Vouchers	2
Motel Bill Payment Assistance	2
Basic Needs	1
Carpooling Programs	1
Child Custody/Visitation Petition Filing Offices	1

CONTACTS BY COUNTY

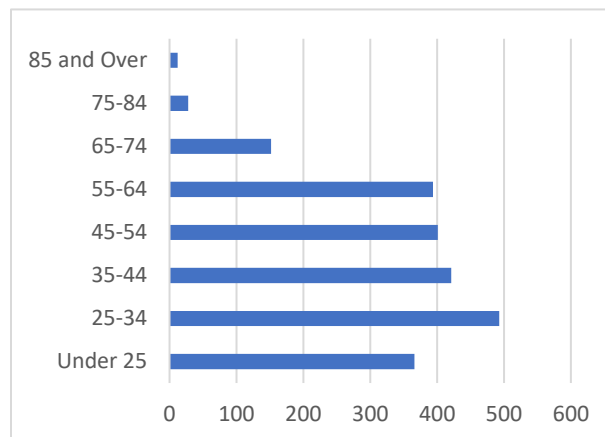


DEMOGRAPHICS

GENDER



AGE



TOP ZIP CODES

Zip	Count	Zip	Count
19320	326	19143	46
19401	238	19446	46
19464	182	19124	45
19382	81	19134	44
19380	78	19013	43
19460	67	19142	40
19139	53	19144	39
19121	50	19132	37
19140	50	19341	35
19335	48	19082	34

TOP REFERRALS

Saint Vincent Depaul Society - Rent and Utility Assistance	414
PA Housing Search Website	223
Montgomery County Community Action Development Commission (CADCOC) - Emergency Assistance	169
Your Way Home - Coordinated Shelter Entry and Additional Services - Montgomery; Norristown	133
Chester County Coordinated Entry Line	130
Community Association of Strawberry Mansion	122
PHLconnectED	118
Office of Supportive Housing - Emergency Assistance and Response Unit (EARU)	105
Emergency Shelter Allowance (ESA) - Montgomery	103
City of Philadelphia - Covid-19 Emergency Rent	100

PA 2-1-1 Southeast: February 2021

TOP REFERRALS (cont'd)

Chester County COVID Rent/Utility Arrears Assistance	94
PECO Matching Energy Assistance Fund (MEAF)	88
24-Hour Homeless Outreach Hotline	76
Office of Supportive Housing - AppleTree Center - Intake/Assessment for Women and Families	67
Human Services - Emergency Rental Assistance	63
PHLConnectED - Directions to Redeem Enrollment Codes	62
Catholic Social Services - Utility Service Payment Assistance	57
CAADC - Rental Assistance	52
Norristown Hospitality Center - Code Blue Shelter - Adult Male/Females (No Minor Children)	51
Southwest Community Development Corporation	51
Benefits Data Trust - BenePhilly	50
Fair Housing Council	50
Trinity Evangelical Lutheran Church - Code Blue Shelter - Single Adults	49
Utility Emergency Services Fund - Utility Emergency Grants	49
Modest Needs	48