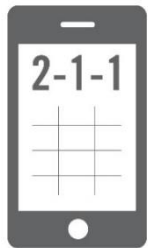


2-1-1 SEPA helps me make the most of my limited resources.

~ 2-1-1 caller ~

# CONTACT VOLUME



**5,471**

**PHONE CONTACTS**

Last month: 5,079  
Last year: 3,523



**4,493**

**WEBSITE VISITS**

Last month: 4,493  
Last year: 1,030



**521**

**CHAT, TEXT, & EMAIL CONTACTS**

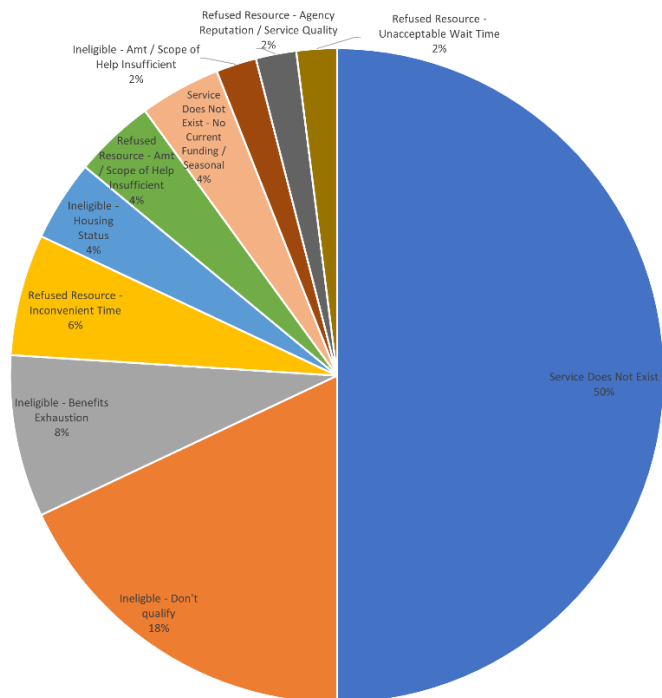
Last month: 351  
Last year: 412

# NEEDS

<b>1,150 UTILITIES</b>	<b>2,425 HOUSING</b>	<b>216 FOOD</b>	<b>145 HEALTH CARE &amp; COVID-19</b>	<b>81 MATERIAL GOODS</b>	<b>216 INCOME SUPPORT &amp; EMPLOYMENT</b>

If services do not 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



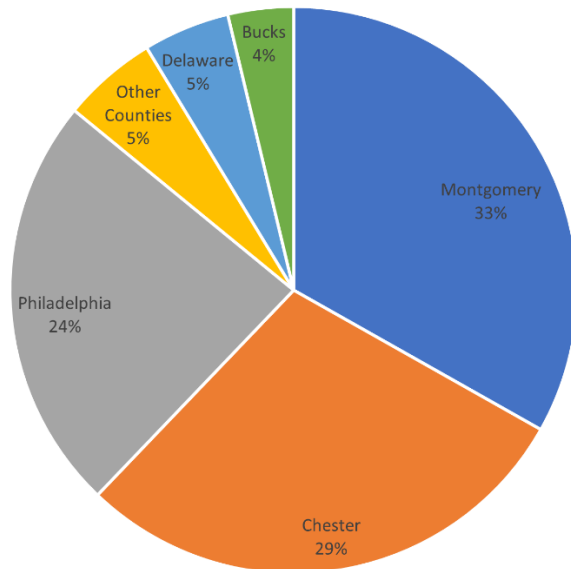
## TOP NEEDS

Rent Payment Assistance	780
Electric Service Payment Assistance	603
Housing Related Coordinated Entry	465
Housing Search Assistance	330
Discounted Internet Service	248
Low Income/Subsidized Private Rental Housing	192
Comprehensive Information and Referral	160
Community Shelters	154
Water Service Payment Assistance	114
Food Pantries	104

## TOP UNMET NEEDS

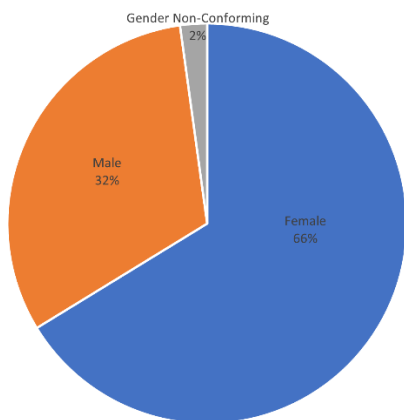
Rent Payment Assistance	5
Homeless Motel Vouchers	3
Housing Related Coordinated Entry	3
Medical Expense Assistance	3
Transportation Expense Assistance	3
Discounted Internet Service	2
Rental Deposit Assistance	2
Sewer Service Payment Assistance	2
Trash/Recycling Service Payment Assistance	2
Undesignated Temporary Financial Assistance	2

# CONTACTS BY COUNTY

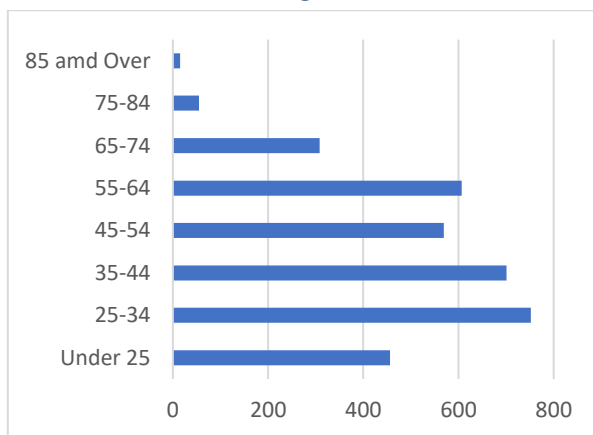


# DEMOGRAPHICS

## GENDER



## AGE



## TOP ZIP CODES

Zip	Count	Zip	Count
19320	600	19143	58
19401	331	19124	57
19464	193	19134	56
19382	117	19132	55
19460	116	19406	55
19380	97	19140	54
19335	96	19013	51
19403	63	19121	49
19365	61	19090	46
19355	59	19446	46

# TOP REFERRALS

Saint Vincent DePaul Society - Rent and Utility Assistance	441
Chester County Emergency Rent and Utilities Assistance Program (ERAP)	250
PA Housing Search Website	247
PHLconnectED	220
City of Philadelphia - Covid-19 Emergency Rent Assistance Program (ERAP)	209
Catholic Social Services - Rent, Mortgage and Utility Assistance	191
Your Way Home - Coordinated Shelter Entry and Additional Services - Montgomery; Norristown	158
Chester County Coordinated Entry Line	142
PECO - Matching Energy Assistance Fund (MEAF)	142
Utility Emergency Services Fund - Utility Emergency Grants	138

## PA 2-1-1 Southeast: May 2021

### TOP REFERRALS (cont'd)

Your Way Home - Emergency Rent and Utility Coalition (ERUC) - Covid-19 Assistance Programs	129
PHLConnectED - Directions to Redeem Enrollment Codes	123
Pennsylvania Housing Finance Agency - PA Housing Search Website	115
Pennsylvania Department of Human Services - Emergency Shelter Allowance (ESA) - Pottstown District	92
Southwest Community Development Corporation	87
Willow Grove Community Development Corporation	83
Catholic Social Services - Utility Service Payment Assistance	82
Office of Supportive Housing - Emergency Assistance and Response Unit (EARU)	82
Parent Technology Support Centers - Pick up Hotspots	79
Catholic Social Services - Delaware County	78
Strawberry Mansion Community Development Corporation	73
YWCA Tri-County Area - Emergency Rent and Utilities Coalition (ERUC)	69
Project HOME - 24-Hour Homeless Outreach Hotline	66
US Department of Housing and Urban Development - Philadelphia Field Office	65
Between Friends Outreach, Inc. - Doylestown/Perkasie	63
Office of Adult and Family Services - Homeless Services	60
Montgomery County Housing Authority - Homeownership Program	57
ACLAMO Family Centers - Emergency Rent and Utility Coalition (ERUC)	56
Delaware County Emergency Rental Assistance (ERA)	56
Catholic Social Services - Housing & Homeless Services	51