

SEPA December 2016

| County | Highmark | | | CCR | | | Totals | | | % of Total Contacts | | |
|--------------------|------------|-----------|----------|------------|----------|----------|-------------|-----------|----------|---------------------|----------------|----------------|
| | Calls | Chat | Text | Calls | Chat | Text | Calls | Chat | Text | Calls | Chat | Text |
| BUCKS | 40 | 1 | 0 | 22 | 1 | 0 | 62 | 2 | 0 | 5.02% | 11.11% | 0.00% |
| CHESTER | 45 | 0 | 0 | 15 | 0 | 0 | 60 | 0 | 0 | 4.85% | 0.00% | 0.00% |
| DELAWARE | 68 | 1 | 0 | 18 | 0 | 0 | 86 | 1 | 0 | 6.96% | 5.56% | 0.00% |
| MONTGOMERY | 164 | 2 | 0 | 33 | 1 | 0 | 197 | 3 | 0 | 15.94% | 16.67% | 0.00% |
| PHILADELPHIA | 449 | 7 | 1 | 123 | 3 | 1 | 572 | 10 | 2 | 46.28% | 55.56% | 100.00% |
| Other | 60 | 0 | 0 | 9 | 0 | 0 | 69 | 0 | 0 | 5.58% | 0.00% | 0.00% |
| Unknown | 98 | 2 | 0 | 92 | 0 | 0 | 190 | 2 | 0 | 15.37% | 11.11% | 0.00% |
| Grand Total | 924 | 13 | 1 | 312 | 5 | 1 | 1236 | 18 | 2 | 100.00% | 100.00% | 100.00% |

| Contact Times | Total |
|--------------------|-------------|
| After Hours | 318 |
| Day Staff | 938 |
| Grand Total | 1256 |

| CCR | Total |
|---------------------|------------|
| Weekdays | 178 |
| Weekends & Holidays | 141 |
| Grand Total | 319 |

| Web Sessions | Total |
|--------------------|-------------|
| Total Sessions | 1178 |
| Grand Total | 1178 |

| Presenting Needs | Total |
|--|-------|
| (blank) | 356 |
| Rent Payment Assistance | 180 |
| Homeless Shelter | 72 |
| Food Pantries | 63 |
| Housing Search and Information | 52 |
| Comprehensive Information and Referral | 39 |
| Rental Deposit Assistance | 37 |
| Electric Service Payment Assistance | 35 |
| Housing Authorities | 33 |
| Emergency Shelter | 31 |
| Housing Counseling | 30 |
| Housing Search Assistance | 29 |
| Emergency Shelter Clearinghouses | 29 |
| Clothing | 29 |
| Home Rental Listings | 29 |
| Housing Expense Assistance | 28 |
| 211 Systems | 27 |
| Holiday Gifts/Toys | 26 |
| Utility Service Payment Assistance | 24 |
| Specialized Information and Referral | 23 |
| Hunger/Food Issues | 21 |
| Homeless People | 20 |
| Christmas Programs | 19 |
| Water Service Payment Assistance | 19 |
| Food Stamps/SNAP | 19 |
| Diapers | 18 |
| Older Adults | 17 |
| Temporary Financial Assistance | 17 |
| Furniture | 16 |
| Low Income | 14 |
| Information and Referral | 12 |
| Mortgage Payment Assistance | 12 |
| Benefits Assistance | 12 |
| Extreme Cold Weather Shelters | 12 |
| Crisis Intervention Hotlines/Hotlines | 11 |
| Heating Fuel Payment Assistance | 11 |
| Emergency Food | 11 |
| Home Rehabilitation Programs | 11 |
| Mothers | 11 |
| Housing/Shelter | 10 |
| Transitional Housing/Shelter | 10 |
| Appliance Repair | 10 |
| Comprehensive Job Assistance Centers | 10 |
| Gas Service Payment Assistance | 10 |
| Veterans | 10 |
| Soup Kitchens | 9 |
| Christmas Baskets | 9 |
| Homelessness Issues | 9 |
| Home Delivered Meals | 8 |
| Subsidized Rental Housing Residents | 8 |
| Employment | 8 |
| Adults With Disabilities/Health Conditions | 7 |
| Tenant Rights Information/Counseling | 7 |
| Supportive Housing Placement/Referral | 7 |
| Community Shelters | 7 |
| Thrift Shops | 7 |
| Children's Clothing | 7 |
| Veteran Benefits Assistance | 6 |
| Medical Appointments Transportation | 6 |
| At Risk for Homelessness | 6 |
| Disabilities and Health Conditions | 6 |
| Legal Services | 6 |
| Case/Care Management | 6 |
| Medicaid Applications | 6 |
| TANF | 5 |

| Level 1 Needs | Count |
|-----------------------------|-------------|
| B - Basic Needs | 1016 |
| D - Consumer Services | 20 |
| F - Criminal Justice and Le | 52 |
| H - Education | 7 |
| J - Environment and Public | 4 |
| L - Health Care | 26 |
| N - Income Support and E | 105 |
| P - Individual and Family L | 115 |
| R - Mental Health and Sut | 63 |
| T - Organizational/Comm | 130 |
| Y - Target Populations | 216 |
| Left Blank | 356 |
| Grand Total | 2110 |

| Basic Needs | Count |
|----------------------|-------------|
| BD - Food | 103 |
| BH - Housing/Shelter | 682 |
| BM - Material Goods | 112 |
| BT - Transportation | 14 |
| BV - Utilities | 105 |
| Grand Total | 1016 |