

SEPA November 2016

County	Highmark			CCR			Totals			% of Total Contacts		
	Calls	Chat	Text	Calls	Chat	Text	Calls	Chat	Text	Calls	Chat	Text
BUCKS	56	1	0	22	0	0	78	1	0	5.35%	4.76%	0.00%
CHESTER	33	1	0	22	0	0	55	1	0	3.77%	4.76%	0.00%
DELAWARE	82	2	0	28	1	0	110	3	0	7.54%	14.29%	0.00%
MONTGOMERY	236	5	0	44	0	0	280	5	0	19.20%	23.81%	0.00%
PHILADELPHIA	491	6	0	159	1	1	650	7	1	44.58%	33.33%	50.00%
Other	84	0	0	19	0	1	103	0	1	7.06%	0.00%	50.00%
Unknown	114	3	0	68	1	0	182	4	0	12.48%	19.05%	0.00%
Grand Total	1096	18	0	362	3	2	1458	21	2	100.00%	100.00%	100.00%

Contact Times	Total
After Hours	367
Day Staff	1114
Grand Total	1481

CCR	Total
Weekdays	224
Weekends & Holidays	143
Grand Total	367

Web Sessions	Total
Total Sessions	1482
Grand Total	1482

Presenting Needs	Total
(blank)	349
Rent Payment Assistance	254
Food Pantries	84
Homeless Shelter	75
Housing Search and Information	64
Electric Service Payment Assistance	63
Housing Expense Assistance	58
Housing Search Assistance	54
Housing Authorities	54
Holiday Gifts/Toys	49
Housing Counseling	48
Comprehensive Information and R	46
211 Systems	42
Home Rental Listings	39
Rental Deposit Assistance	39
Hunger/Food Issues	37
Low Income	34
Clothing	33
Utility Service Payment Assistance	30
Transitional Housing/Shelter	23
Crisis Intervention Hotlines/Helpin	23
Furniture	21
Emergency Shelter Clearinghouse	21
Emergency Shelter	19
Housing/Shelter	19
Food Stamps/SNAP	19
Older Adults	18
Soup Kitchens	17
Diapers	15
Benefits Assistance	14
Temporary Financial Assistance	14
Case/Care Management	14
Gas Service Payment Assistance	14
Mortgage Payment Assistance	14
Homeless People	14
Household Goods Vouchers	13
Water Service Payment Assistance	13
Adults With Disabilities/Health Con	11
Thanksgiving Programs	11
Emergency Food	11
Children's Clothing	11
Appliance Repair	11
Community Shelters	11
At Risk for Homelessness	10
Weatherization Programs	10
Specialized Information and Referr	10
At Risk/Homeless Housing Relatec	10
Home Rehabilitation Programs	10
Thanksgiving Baskets	9
Tenant Rights Information/Counsel	9
Domestic Violence Hotlines	9
Aging and Disability Resource Cen	9
Individual and Family Support Serv	9
Holiday Programs	8
Heating Fuel Payment Assistance	8
Veterans	8
General Legal Aid	8
Information and Referral	8
People With Disabilities/Health Co	7
Domestic Violence Shelters	7
Substance Use Disorder Services	7
Homeless Families	7
Government Information Lines	7
Christmas Programs	7
Low Income/Subsidized Private Re	7

Level 1 Needs	Count
B - Basic Needs	1306
D - Consumer Services	15
F - Criminal Justice and Leg	79
H - Education	2
J - Environment and Public	6
L - Health Care	39
N - Income Support and En	94
P - Individual and Family Li	158
R - Mental Health and Sub	76
T - Organizational/Commun	152
Y - Target Populations	259
Left Blank	349
Grand Total	2535

Basic Needs	Count
BD - Food	125
BH - Housing/Shelter	902
BM - Material Goods	126
BT - Transportation	11
BV - Utilities	142
Grand Total	1306