

## SEPA October 2016

County	Highmark			CCR			Totals			% of Total Contacts		
	Calls	Chat	Text	Calls	Chat	Text	Calls	Chat	Text	Calls	Chat	Text
BUCKS	41	2	0	17	0	0	58	2	0	3.74%	9.52%	0
CHESTER	45	2	0	17	0	0	62	2	0	4.00%	9.52%	0
DELAWARE	104	2	0	25	0	0	129	2	0	8.32%	9.52%	0
MONTGOMERY	251	4	0	67	0	0	318	4	0	20.52%	19.05%	0
PHILADELPHIA	526	8	0	150	0	0	676	8	0	43.61%	38.10%	0
Other	67	2	0	22	0	0	89	2	0	5.74%	9.52%	0
Unknown	159	1	0	59	0	0	218	1	0	14.06%	4.76%	0
<b>Grand Total</b>	<b>1193</b>	<b>21</b>	<b>0</b>	<b>357</b>	<b>0</b>	<b>0</b>	<b>1550</b>	<b>21</b>	<b>0</b>	<b>100.00%</b>	<b>100.00%</b>	<b>0</b>

Contact Times	Total
After Hours	357
Day Staff	1193
<b>Grand Total</b>	<b>1550</b>

CCR	Total
Weekdays	225
Weekends & Holidays	132
<b>Grand Total</b>	<b>357</b>

Web Sessions	Total
Total Sessions	1457
<b>Grand Total</b>	<b>1457</b>

Presenting Needs	Total
(blank)	357
Rent Payment Assistance	255
Electric Service Payment Assistanc	116
Food Pantries	79
Housing Search and Information	72
Utility Service Payment Assistance	72
Housing Search Assistance	67
Housing Authorities	65
Housing Counseling	63
Gas Service Payment Assistance	58
Homeless Shelter	54
Housing Expense Assistance	53
Home Rental Listings	50
Comprehensive Information and Re	47
Low Income	42
211 Systems	38
Rental Deposit Assistance	32
Food Stamps/SNAP	28
Older Adults	25
Diapers	25
Homeless People	25
Emergency Shelter	21
Substance Use Disorder Treatment	21
Hunger/Food Issues	21
Emergency Shelter Clearinghouses	20
Water Service Payment Assistance	20
Benefits Assistance	20
Clothing	20
Specialized Information and Referr	18
Adults With Disabilities/Health Conc	18
Mortgage Payment Assistance	18
Temporary Financial Assistance	17
People With Disabilities/Health Con	17
Case/Care Management	16
Crisis Intervention Hotlines/Helpline	14
Transitional Housing/Shelter	14
Furniture	14
Utility Service Complaints	12
Single Mothers	12
Low Income/Subsidized Rental Hou	11
Landlord/Tenant Assistance	11
Household Goods Vouchers	11
Information and Referral	11
Christmas Programs	11
Domestic Violence Hotlines	10
Veterans	10
Formula/Baby Food	10
Emergency Funds	10
Supportive Housing Placement/Ref	10
Soup Kitchens	10
Street Outreach Programs	9
Home Rehabilitation Loans	9
Weatherization Programs	9
Child Passenger Safety Seats	9
Housing/Shelter	9
Heating Fuel Payment Assistance	8
Section 8 Housing Choice Vouchers	8
Home Rehabilitation Programs	8
Comprehensive Job Assistance Cer	8
Families	8
Home Delivered Meals	8
Meals	7

Level 1 Needs	Count
B - Basic Needs	1460
D - Consumer Services	27
F - Criminal Justice and Leg	67
H - Education	6
J - Environment and Public	9
L - Health Care	53
N - Income Support and En	117
P - Individual and Family Li	105
R - Mental Health and Subs	102
T - Organizational/Commun	176
Y - Target Populations	307
Left Blank	357
<b>Grand Total</b>	<b>2786</b>

Basic Needs	Count
<b>BD - Food</b>	<b>121</b>
<b>BH - Housing/Shelter</b>	<b>926</b>
<b>BM - Material Goods</b>	<b>107</b>
<b>BT - Transportation</b>	<b>18</b>
<b>BV - Utilities</b>	<b>288</b>
<b>Grand Total</b>	<b>1460</b>