

SEPA February 2017

County	Highmark			CCR			Totals			% of Total Contacts		
	Calls	Chat	Text	Calls	Chat	Text	Calls	Chat	Text	Calls	Chat	Text
BUCKS	47	1	0	19	1	0	66	2	0	5.32%	9.52%	0.00%
CHESTER	24	0	0	9	0	0	33	0	0	2.66%	0.00%	0.00%
DELAWARE	44	2	0	14	0	0	58	2	0	4.68%	9.52%	0.00%
MONTGOMERY	282	3	0	46	0	0	328	3	0	26.45%	14.29%	0.00%
PHILADELPHIA	339	6	0	85	3	0	424	9	0	34.19%	42.86%	0.00%
Other	63	2	0	11	0	0	74	2	0	5.97%	9.52%	0.00%
Unknown	200	1	0	57	2	0	257	3	0	20.73%	14.29%	0.00%
Grand Total	999	15	0	241	6	0	1240	21	0	100.00%	100.00%	0.00%

Contact Times	Total
After Hours	247
Day Staff	1014
Grand Total	1261

CCR	Total
Weekdays	93
Weekends & Holidays	154
Grand Total	247

Web Sessions	Total
Total Sessions	1,140
Grand Total	1140

Presenting Needs	Total
(blank)	397
Tax Preparation Assistance	166
Rent Payment Assistance	101
Food Pantries	57
Housing Counseling	48
Housing Search and Information	46
Homeless Shelter	46
Comprehensive Information and F	44
Electric Service Payment Assista	39
211 Systems	32
Housing Authorities	30
Housing Search Assistance	25
Older Adults	22
Housing Expense Assistance	22
Utility Service Payment Assistance	21
Government Information Lines	19
Emergency Shelter	18
Water Service Payment Assistant	18
Emergency Shelter Clearinghouse	17
Home Rental Listings	17
Clothing	17
Diapers	16
Homeless People	15
Furniture	15
Low Income	15
Adults With Disabilities/Health Co	15
Heating Fuel Payment Assistance	14
Rental Deposit Assistance	13
Food Stamps/SNAP	13
Comprehensive Job Assistance C	12
Specialized Information and Refer	12
Section 8 Housing Choice Vouche	11
Low Income/Subsidized Rental Hc	11
Transitional Housing/Shelter	11
Housing/Shelter	11
Information and Referral	10
Aging and Disability Resource Ce	9
Home Rehabilitation Programs	9
Community Shelters	8
Street Outreach Programs	8
Mortgage Payment Assistance	8
Crisis Intervention Hotlines/Helpir	8
Supportive Housing Placement/Rt	7

Level 1 Needs	Count
B - Basic Needs	767
D - Consumer Services	190
F - Criminal Justice and Legal	47
H - Education	3
J - Environment and Public H	3
L - Health Care	33
N - Income Support and Emp	55
P - Individual and Family Life	50
R - Mental Health and Subst	73
T - Organizational/Communit	148
Y - Target Populations	153
Left Blank	397
Grand Total	1919

Basic Needs	Count
BD - Food	76
BH - Housing/Shelter	501
BM - Material Goods	76
BT - Transportation	6
BV - Utilities	108
Grand Total	767