

## SEPA January 2016

County	Highmark			CCR			Totals			% of Total Contacts		
	Calls	Chat	Text	Calls	Chat	Text	Calls	Chat	Text	Calls	Chat	Text
<b>BUCKS</b>	44	1	0	18	1	0	62	2	0	4.31%	6.45%	0.00%
<b>CHESTER</b>	58	2	0	16	0	0	74	2	0	5.14%	6.45%	0.00%
<b>DELAWARE</b>	63	2	0	13	2	0	76	4	0	5.28%	12.90%	0.00%
<b>MONTGOMERY</b>	234	3	0	45	0	0	279	3	0	19.38%	9.68%	0.00%
<b>PHILADELPHIA</b>	470	14	2	143	3	0	613	17	2	42.57%	54.84%	100.00%
<b>Other</b>	64	0	0	14	1	0	78	1	0	5.42%	3.23%	0.00%
<b>Unknown</b>	173	1	0	85	1	0	258	2	0	17.92%	6.45%	0.00%
<b>Grand Total</b>	<b>1106</b>	<b>23</b>	<b>2</b>	<b>334</b>	<b>8</b>	<b>0</b>	<b>1440</b>	<b>31</b>	<b>2</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Contact Times	Total
After Hours	342
Day Staff	1131
<b>Grand Total</b>	<b>1473</b>

CCR	Total
Weekdays	197
Weekends & Holidays	145
<b>Grand Total</b>	<b>342</b>

Web Sessions	Total
Total Sessions	1366
<b>Grand Total</b>	<b>1366</b>

Presenting Needs	Total
(blank)	424
Rent Payment Assistance	194
Tax Preparation Assistance	71
Homeless Shelter	68
Food Pantries	65
Housing Search and Information	64
Housing Counseling	58
Electric Service Payment Assistance	51
Housing Search Assistance	47
Comprehensive Information and Referral	42
211 Systems	41
Rental Deposit Assistance	40
Housing Authorities	40
Diapers	38
Utility Service Payment Assistance	29
Food Stamps/SNAP	27
Clothing	24
Homeless People	23
Low Income	22
Furniture	21
Water Service Payment Assistance	21
Emergency Shelter	21
Housing Expense Assistance	20
Benefits Assistance	19
Older Adults	17
Home Rental Listings	17
Emergency Shelter Clearinghouses	17
Substance Use Disorder Services	15
Low Income/Subsidized Private Rental Housing	15
Comprehensive Job Assistance Centers	15
Housing/Shelter	14
Mortgage Payment Assistance	14
Community Shelters	14
Heating Fuel Payment Assistance	14
Gas Service Payment Assistance	13
Adults With Disabilities/Health Conditions	13
People With Disabilities/Health Conditions	11
Landlord/Tenant Assistance	11
Low Income/Subsidized Rental Housing	11
Families	10
General Legal Aid	10
Appliance Repair	9
Information and Referral	9
Job Search/Placement	9
Specialized Information and Referral	8
Transitional Housing/Shelter	8
Substance Use Disorder Treatment Programs	8
Crisis Shelter	8
Domestic Violence Hotlines	8
Crisis Intervention Hotlines/Helpines	8
Furniture/Home Furnishings Donation Program	7
Child Passenger Safety Seats	7
Emergency Food	7
Faith Based Organizational Perspective	7
Extreme Cold Weather Shelters	7
Baby Clothing	7
Legal Services	7
Homelessness Issues	7
Veterans	6
Tenant Rights Information/Counseling	6
Supportive Housing	6
Baby Furniture	6
Aging and Disability Resource Centers	6
Formula/Baby Food	6
Homeless Men	6
Case/Care Management	6

Level 1 Needs	Count
B - Basic Needs	1103
D - Consumer Services	88
F - Criminal Justice and Leg	82
H - Education	10
J - Environment and Public	9
L - Health Care	40
N - Income Support and En	89
P - Individual and Family Li	59
R - Mental Health and Subs	91
T - Organizational/Communi	145
Y - Target Populations	184
Left Blank	424
<b>Grand Total</b>	<b>2324</b>

Basic Needs	Count
BD - Food	94
BH - Housing/Shelter	737
BM - Material Goods	124
BT - Transportation	13
BV - Utilities	135
<b>Grand Total</b>	<b>1103</b>