

Total Contacts

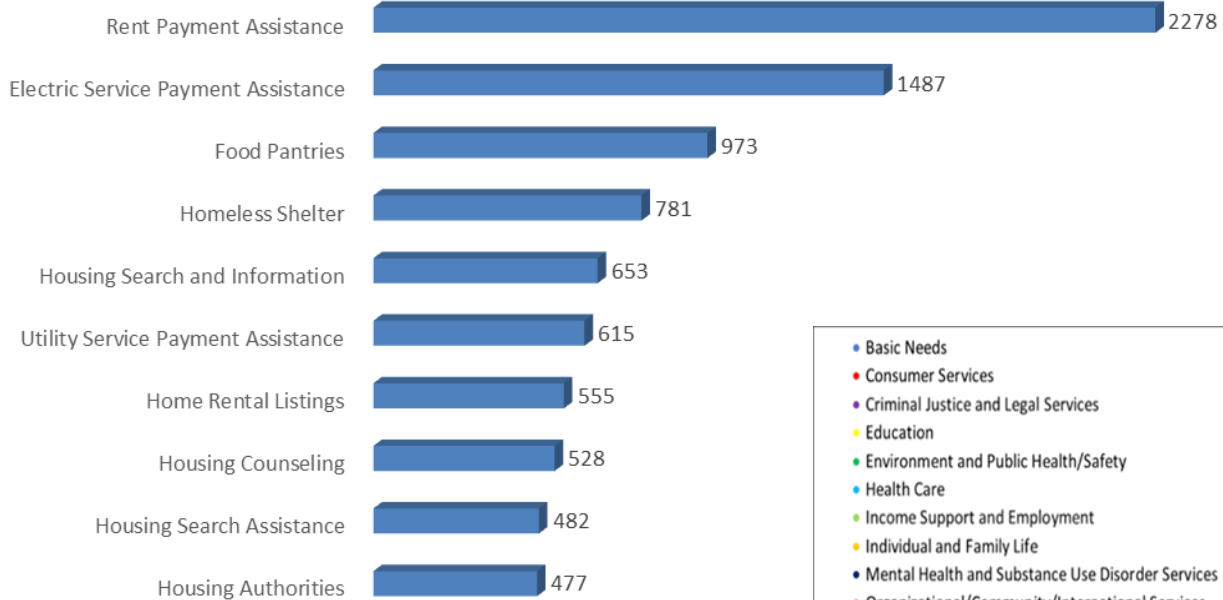
2016 – 2017:
16795

2015 – 2016:
17802

% Increases
5.66
decrease over
2015-2016

%

Top 10 Needs In Fiscal Year 2016-2017 PA 211 Southeast addressed 25,558 needs



- Basic Needs
- Consumer Services
- Criminal Justice and Legal Services
- Education
- Environment and Public Health/Safety
- Health Care
- Income Support and Employment
- Individual and Family Life
- Mental Health and Substance Use Disorder Services
- Organizational/Community/International Services

Breakdown of Basic Needs

Breakdown only includes needs expressed by at least 25 callers.

Housing	Q1	Q2	Q3	Q4	Total
Rent Payment Assistance	620	689	422	547	2278
Homeless Shelter	209	201	155	216	781
Housing Search and Information	197	188	157	111	653
Home Rental Listings	189	118	63	185	555
Housing Counseling	46	141	173	168	528
Housing Search Assistance	167	150	92	73	482
Housing Authorities	147	152	91	87	477
Housing Expense Assistance	100	139	60	100	399
Rental Deposit Assistance	71	108	73	112	364
Emergency Shelter Clearinghouses	149	70	48	58	325
Emergency Shelter	79	71	51	93	294
Housing/Shelter	65	38	34	44	181
Low Income/Subsidized Private Rental Housing	44	19	40	51	154
Transitional Housing/Shelter	43	47	27	36	153
Mortgage Payment Assistance	36	44	32	37	149
Low Income/Subsidized Rental Housing	59	22	29	16	126
Community Shelters	22	24	33	40	119
Home Rehabilitation Programs	32	29	12	21	94
Supportive Housing Placement/Referral	32	22	11	9	74
Weatherization Programs	21	24	13	4	62
At Risk/Homeless Housing Related Assistance Programs	34	19	4	5	62
Domestic Violence Shelters	23	11	9	18	61
Supportive Housing	22	10	12	16	60
Section 8 Housing Choice Vouchers	13	13	13	14	53
Home Rehabilitation Loans	15	13	10	9	47
Independent Living Communities/Complexes	8	10	11	14	43
Low Cost For Sale Homes/Housing Units	22	7	4	10	43
Extreme Cold Weather Shelters	1	15	18	1	35
Senior Housing Information and Referral	10	10	7	8	35
Crisis Shelter	12	8	9	6	35
Rapid Re-Housing Programs	7	7	2	14	30
Homeless Motel Vouchers	10	9	5	5	29
Elderly/Disabled Home Rental Listings	6	12	5	4	27
Public Housing	9	10	1	5	25
Homeless Drop In Centers	4	9	5	7	25
Total	2557	2494	1751	2163	8,965

Breakdown of Basic Needs (continued)

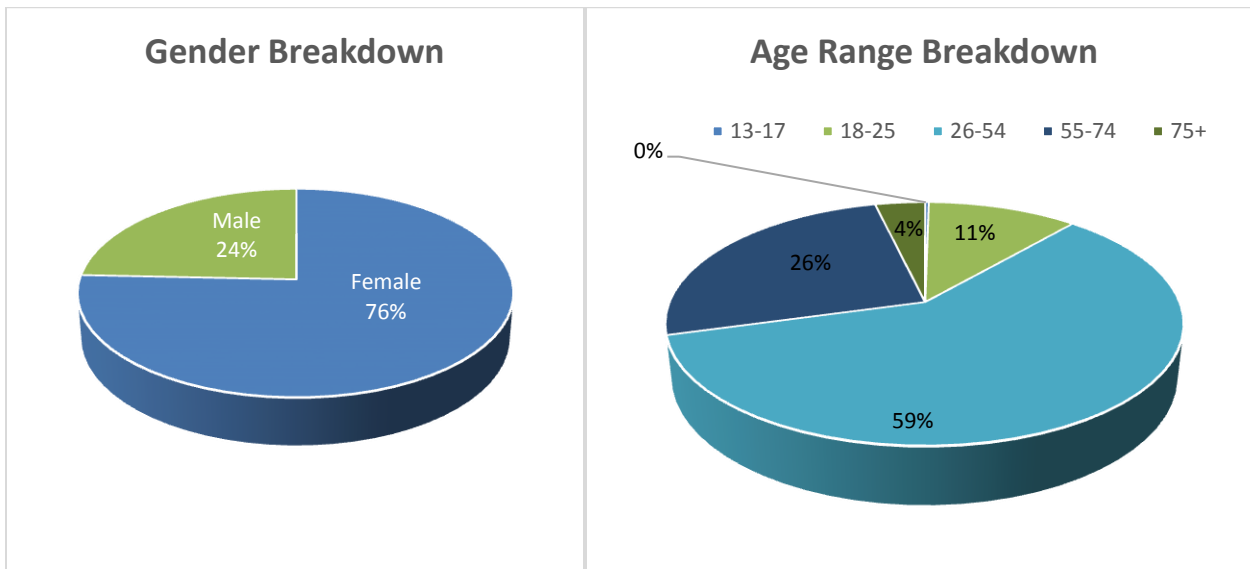
Breakdown only includes needs expressed by at least 100 callers.

Utilities	Q1	Q2	Q3	Q4	Total
Electric Service Payment Assistance	589	214	140	544	1487
Utility Service Payment Assistance	248	126	80	161	615
Gas Service Payment Assistance	92	82	36	141	351
Water Service Payment Assistance	70	52	59	109	290
Heating Fuel Payment Assistance	7	27	35	7	76
Utility Bill Payment Plans	15	8	6	45	74
Total	1043	524	369	1034	2,970

Food	Q1	Q2	Q3	Q4	Total
Food Pantries	193	227	191	362	973
Summer Food Service Programs	7	0	0	148	155
Emergency Food	35	25	17	34	111
Soup Kitchens	31	37	8	26	102
Formula/Baby Food	23	18	12	12	65
Home Delivered Meals	20	18	8	12	58
Meals	14	12	7	7	40
Grand Total	339	345	249	613	1,546

Transportation	Q1	Q2	Q3	Q4	Total
Medical Appointments Transportation	15	11	11	8	45
Disability Related Transportation	20	10	2	10	42
Senior Ride Programs	9	7	4	5	25
Grand Total	106	71	48	71	296

Material Goods	Q1	Q2	Q3	Q4	Total
Clothing	71	82	58	54	265
Diapers	34	58	67	60	219
Furniture	65	51	46	24	186
Thrift Shops	23	13	12	22	70
Children's Clothing	19	24	8	4	55
Appliance Repair	3	24	15	5	47
Baby Clothing	8	10	17	9	44
Household Goods Vouchers	19	24	0	0	43
Baby Furniture	9	13	11	7	40
Grand Total	540	644	491	420	2,095



Website Statistics

(www.211sepa.org)

Visits
14,271

Unique Visitors
9,731

Pageviews
76,614

Pages/Visit
5.37



County Breakdown

	Q1	Q2	Q3	Q4	Total
BUCKS	236	202	199	215	852
CHESTER	236	174	154	213	777
DELAWARE	492	333	237	488	1,550
MONTGOMERY	945	806	917	890	3,558
PHILADELPHIA	2128	1886	1523	2100	7,637
OTHER	299	259	256	333	1147
UNKNOWN	373	479	270	152	1274

Bucks	Delaware	Philadelphia	Chester	Montgomery					
19020	140	19082	262	19121	516	19320	248	19401	820
19007	93	19013	255	19140	441	19460	77	19464	652
18951	66	19023	198	19143	437	19335	58	19446	411
19067	54	19050	117	19139	419	19475	44	19403	113
19055	44	19061	98	19132	362	19382	35	19090	103