

SEPA April 2017

County	Highmark			CCR			Totals			% of Total Contacts		
	Calls	Chat	Text	Calls	Chat	Text	Calls	Chat	Text	Calls	Chat	Text
BUCKS	25	2	0	25	4	0	50	6	0	4.82%	11.76%	0.00%
CHESTER	27	1	0	11	4	0	38	5	0	3.66%	9.80%	0.00%
DELAWARE	84	2	0	28	2	2	112	4	2	10.79%	7.84%	20.00%
MONTGOMERY	159	2	0	36	4	3	195	6	3	18.79%	11.76%	30.00%
PHILADELPHIA	383	9	0	134	8	5	517	17	5	49.81%	33.33%	50.00%
Other	70	7	0	15	3	0	85	10	0	8.19%	19.61%	0.00%
Unknown	16	1	0	25	2	0	41	3	0	3.95%	5.88%	0.00%
Grand Total	764	24	0	274	27	10	1038	51	10	100.00%	100.00%	100.00%

Contact Times	Total
After Hours	311
Day Staff	788
Grand Total	1099

CCR	Total
Weekdays	173
Weekends & Holidays	138
Grand Total	311

Web Sessions	Total
Total Sessions	764
Grand Total	1,151

Presenting Needs	Total
(blank)	157
Electric Service Payment As	120
Rent Payment Assistance	112
Food Pantries	73
Tax Preparation Assistance	63
Utility Service Payment Assi	56
Housing Counseling	52
Homeless Shelter	49
Gas Service Payment Assist	47
211 Systems	45
211 Lead Agencies	39
Home Rental Listings	34
Housing Expense Assistance	32
Comprehensive Information	32
Water Service Payment Ass	31
Housing Search and Informa	30
Housing Search Assistance	22
Housing Authorities	22
Research	21
Rental Deposit Assistance	20
Emergency Shelter	20
Comprehensive Job Assista	19
Diapers	19
Low Income/Subsidized Priv	19
Substance Use Disorder Tre	17
Clothing	15
Utility Service Complaints	15
Crisis Intervention Hotlines/t	14
Housing/Shelter	14
Residential Substance Use I	14
Food Stamps/SNAP	14
Detoxification	14
Emergency Shelter Clearing	13
Families	12
Homeless People	11
Low Income	11
Homeless Men	10
Tenant Rights Information/C	9
Substance Use Disorder Ser	9
Aging and Disability Resourc	9
Older Adults	9
Transitional Housing/Shelter	9
Directory Assistance	9
Thrift Shops	8
Temporary Financial Assista	8
Benefits Assistance	8
Mortgage Payment Assistan	8
Domestic Violence Issues	8
Specialized Information and	8
Landlord/Tenant Assistance	8
Adults	8
Individual Counseling	7
At Risk for Homelessness	7
Community Shelters	7
Employment	7
Domestic Violence Shelters	7
Comprehensive Outpatient S	7
Assessment for Substance U	7
Emergency Funds	6
Talklines/Warmlines	6
Addictions/Dependencies Iss	6
People With Disabilities/Hea	6
Inpatient Substance Use Dis	6
Street Outreach Programs	6
Veterans	6
VITA Program Sites	6
Supportive Housing	5
Home Delivered Meals	5
Substance Use Disorder Iss	5
Cancer	5
Information and Referral	5

Level 1 Needs	Count
B - Basic Needs	951
D - Consumer Services	97
F - Criminal Justice and Legal Services	42
H - Education	4
J - Environment and Public Health/Safety	3
L - Health Care	40
N - Income Support and Employment	75
P - Individual and Family Life	42
R - Mental Health and Substance Use Disorder Services	156
T - Organizational/Community/International Services	194
Y - Target Populations	182
Left Blank	157
Grand Total	1943

Basic Needs	Count
BD - Food	92
BH - Housing/Shelter	511
BM - Material Goods	62
BT - Transportation	16
BV - Utilities	270
Grand Total	951