

## SEPA October 2017

| County              | Highmark    |           |            | CCR        |           |            | Totals      |           |            | % of Total Contacts |                |                |
|---------------------|-------------|-----------|------------|------------|-----------|------------|-------------|-----------|------------|---------------------|----------------|----------------|
|                     | Calls       | Chat      | Text       | Calls      | Chat      | Text       | Calls       | Chat      | Text       | Calls               | Chat           | Text           |
| <b>BUCKS</b>        | 43          |           | 1          | 33         | 1         | 3          | 76          | 1         | 4          | 4.63%               | 1.89%          | 1.59%          |
| <b>CHESTER</b>      | 40          | 1         |            | 10         |           | 1          | 50          | 1         | 1          | 3.05%               | 1.89%          | 0.40%          |
| <b>DELAWARE</b>     | 77          |           | 9          | 22         | 3         | 7          | 99          | 3         | 16         | 6.04%               | 5.66%          | 6.35%          |
| <b>MONTGOMERY</b>   | 210         | 1         | 2          | 40         | 4         | 5          | 250         | 5         | 7          | 15.24%              | 9.43%          | 2.78%          |
| <b>PHILADELPHIA</b> | 832         | 13        | 101        | 168        | 8         | 119        | 1000        | 21        | 220        | 60.98%              | 39.62%         | 87.30%         |
| <b>Other</b>        | 89          | 9         | 1          | 25         | 6         |            | 114         | 15        | 1          | 6.95%               | 28.30%         | 0.40%          |
| <b>Unknown</b>      | 32          |           | 2          | 19         | 7         | 1          | 51          | 7         | 3          | 3.11%               | 13.21%         | 1.19%          |
| <b>Grand Total</b>  | <b>1323</b> | <b>24</b> | <b>116</b> | <b>317</b> | <b>29</b> | <b>136</b> | <b>1640</b> | <b>53</b> | <b>252</b> | <b>100.00%</b>      | <b>100.00%</b> | <b>100.00%</b> |

| Contact Times      | Total       |
|--------------------|-------------|
| After Hours        | 482         |
| Day Staff          | 1463        |
| <b>Grand Total</b> | <b>1945</b> |

| CCR                 | Total      |
|---------------------|------------|
| Weekdays            | 315        |
| Weekends & Holidays | 167        |
| <b>Grand Total</b>  | <b>482</b> |

| Web Sessions       | Total        |
|--------------------|--------------|
| New Visitor        | 1328         |
| Returning Visitor  | 408          |
| <b>Grand Total</b> | <b>1,736</b> |

| Presenting Needs               | Total |
|--------------------------------|-------|
| Food Pantries                  | 240   |
| Rent Payment Assistance        | 238   |
| (blank)                        | 159   |
| Electric Service Payment As    | 145   |
| Home Rental Listings           | 137   |
| 211 Lead Agencies              | 125   |
| Housing Search and Informa     | 109   |
| Homeless Shelter               | 106   |
| Housing Expense Assistanc      | 101   |
| Housing Authorities            | 67    |
| Rental Deposit Assistance      | 65    |
| 211 Systems                    | 64    |
| Housing Counseling             | 62    |
| Emergency Shelter              | 45    |
| Directory Assistance           | 44    |
| Gas Service Payment Assis      | 43    |
| Water Service Payment Ass      | 41    |
| Comprehensive Job Assista      | 40    |
| Research                       | 39    |
| Low Income/Subsidized Priv     | 36    |
| Clothing                       | 33    |
| Families                       | 31    |
| Furniture                      | 30    |
| Housing/Shelter                | 28    |
| Heating Fuel Payment Assis     | 26    |
| Employment                     | 26    |
| Emergency Shelter Clearing     | 25    |
| Utility Service Payment Assi   | 25    |
| Older Adults                   | 25    |
| Veterans                       | 24    |
| Housing Search Assistance      | 24    |
| Homeless People                | 21    |
| Low Income/Subsidized Ren      | 20    |
| Home Delivered Meals           | 20    |
| Diapers                        | 20    |
| Holiday Gifts/Toys             | 20    |
| Benefits Assistance            | 19    |
| Food Stamps/SNAP               | 16    |
| Mortgage Payment Assistan      | 15    |
| Employment Preparation         | 14    |
| Transitional Housing/Shelter   | 14    |
| Topical Identifiers/Issues     | 14    |
| Job Training Formats           | 13    |
| Soup Kitchens                  | 13    |
| Temporary Financial Assista    | 13    |
| Furniture/Home Furnishings     | 12    |
| Single Mothers                 | 12    |
| Disaster Donations Coordin     | 12    |
| Children's Clothing            | 12    |
| Home Rehabilitation Program    | 12    |
| TANF                           | 11    |
| Adults With Disabilities/Heal  | 11    |
| Job Search/Placement           | 11    |
| Aging and Disability Resourc   | 11    |
| At Risk for Homelessness       | 10    |
| Information and Referral       | 10    |
| Emergency Food                 | 10    |
| Crisis Intervention Hotlines/t | 10    |
| Tenant Rights Information/C    | 10    |
| Low Income                     | 10    |
| Public Housing                 | 10    |
| Individual and Family Suppo    | 10    |
| Case/Care Management           | 9     |
| Undesignated Temporary Fi      | 9     |
| Community Shelters             | 9     |
| Hunger/Food Issues             | 9     |
| People With Disabilities/Hea   | 9     |
| Specialized Information and    | 9     |
| Low Cost For Sale Homes/H      | 8     |
| Homeless Men                   | 8     |
| Thrift Shops                   | 8     |
| Individual Counseling          | 8     |

| Level 1 Needs   | Count       |
|---|-------------|
| B - Basic Needs                                       | 1954        |
| D - Consumer Services                                 | 15          |
| F - Criminal Justice and Legal Services               | 80          |
| H - Education   | 18          |
| J - Environment and Public Health/Safety              | 3           |
| L - Health Care                                       | 48          |
| N - Income Support and Employment                     | 184         |
| P - Individual and Family Life                        | 119         |
| R - Mental Health and Substance Use Disorder Services | 95          |
| T - Organizational/Community/International Services   | 361         |
| Y - Target Populations                                | 283         |
| Left Blank  | 159         |
| <b>Grand Total</b>                                    | <b>3319</b> |

| Basic Needs                 | Count       |
|-----------------------------|-------------|
| <b>BD - Food</b>            | <b>304</b>  |
| <b>BH - Housing/Shelter</b> | <b>1215</b> |
| <b>BM - Material Goods</b>  | <b>126</b>  |
| <b>BT - Transportation</b>  | <b>14</b>   |
| <b>BV - Utilities</b>       | <b>295</b>  |
| <b>Grand Total</b>          | <b>1954</b> |