

“Thank you, my referrals have been very fruitful. I am very satisfied!”  
~ 211 caller ~



**1,420**

**PHONE CONTACT**

Last month: 1,637  
Last year: 800



**81**

**TEXT CONTACT**

Last month: 98  
Last year: 45



**22**

**CHAT & EMAIL CONTACT**

Last month: 17  
Last year: 12

## NEEDS

### BASIC NEEDS BY CATEGORY

*Includes only the referrals made by Resource Navigators in response to phone, text, chat, or email contact.*



**1216**

**Housing & Shelter**



**12**

**Food & Meals**



**294**

**Utilities**



**20**

**Healthcare & Covid-19**



**8**

**Mental Health & Substance Use**



**4**

**Employment & Income**



**4**

**Material Goods (Clothing/Household)**



**12**

**Transportation**

### TOP NEEDS

The numbers below reflect both the self-identified needs of callers and those discovered during the course of a contact.

Referred Service	Count
Rent Payment Assistance	245
Undesignated Temporary Financial Assistance	179
Rental Deposit Assistance	86
Community Shelters	86
Low Income/Subsidized Private Rental Housing	81
Case/Care Management	71
Housing Search Assistance	64
TANF	53
Eviction Prevention Assistance	47
Housing Related Coordinated Entry	42

### UNMET NEEDS

If services do not exist to meet a contact's stated need, or if they are deemed ineligible for services, 211 records that as an unmet need. In these cases, the Resource Navigators explore other services that may be of assistance.

Unmet Need	Count
Community Shelters	8
Undesignated Temporary Financial Assistance	6
Housing Related Coordinated Entry	4
Case/Care Management	3
Mental Health Evaluation	2
Heating Fuel Payment Assistance	2
Crisis Residential Treatment	1
Housing Search Assistance	1
Rental Deposit Assistance	1
Electric Service Payment Assistance	1

### REASONS FOR UNMET NEEDS

Community Shelters: Ineligible- Housing Status, Residency

Undesignated Temporary Financial Assistance: Ineligible- Disability or Veteran Status and Housing Status, Refused Resource, Other, Service not available/does not exist, Refused Resource

Housing Related Coordinated Entry: Ineligible- Lacking Necessary Documentation, Other, Refused Resource

Case/Care Management: Service not available/does not exist, Service hours not available, other

Mental Health Evaluation: Refused Resource, Other

Heating Fuel Payment Assistance: Refused Resource, Other

Crisis Residential Treatment: Refused Resource

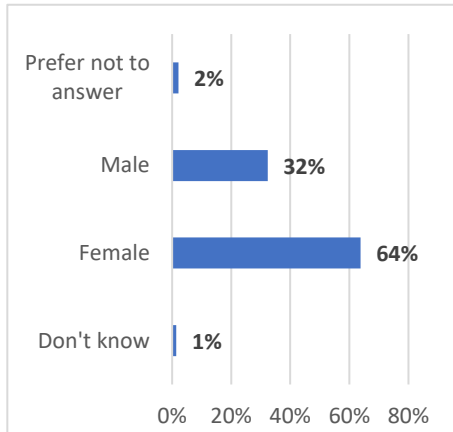
Housing Search Assistance: Other

Rental Deposit Assistance: Disconnected from Contact

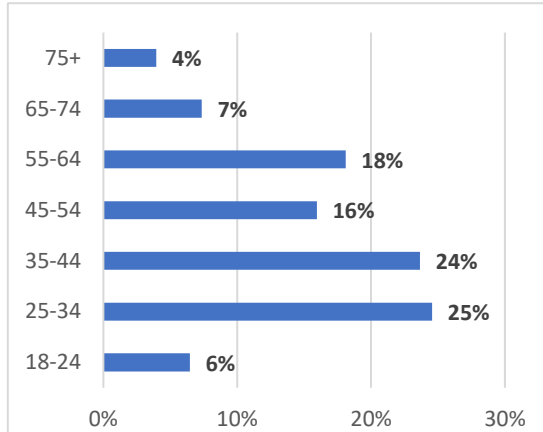
Electric Service Payment Assistance: Ineligible-Housing Status

## DEMOGRAPHICS

### GENDER



### AGE



### TOP ZIP CODES

Zip	Count
19320	174
19382	49
19460	47
19380	37
19341	33
19335	27
19355	17
19344	12
19475	11
19465	10

## TOP REFERRALS

Pennsylvania Department of Human Services - Southeastern County Assistance Offices	Electric Service Payment Assistance, Food Stamps/SNAP, Furnaces Heating Fuel Payment Assistance, Home Maintenance and Minor Repair, Grants/Loans, Medicaid Applications, Mortgage Payment Assistance, Rent Payment Assistance, TANF	232
Human Services, Inc.	Rent Payment Assistance, Rental Deposit Assistance	205
HDC MidAtlantic	Low Income/Subsidized Private Rental Housing	183
Salvation Army - Chester County Service Extension	Electric Service Payment Assistance, Heating Fuel Payment Assistance, Mortgage Payment Assistance, Rent Payment Assistance, Sewer Service Payment Assistance, Undesignated Temporary Financial Assistance, Water Service Payment Assistance	135
Neighborhood Services Center	Electric Service Payment Assistance, Emergency Rental Assistance Program (ERAP), Food Pantries, Heating Fuel Payment Assistance, Rent Payment Assistance	122
Brandywine Valley Active Aging	Case/Care Management, Comprehensive Information and Referral, Older Adults Rent Payment Assistance, Senior Housing Information and Referral	115
Saint Vincent De Paul - Chester County Conference	Undesignated Temporary Financial Assistance	111
Chester County Coordinated Entry - 2-1-1	Community Shelters, Housing Related Coordinated Entry	102
Pennsylvania Housing Finance Agency	Foreclosure Prevention Loan Modification/Refinancing Programs, Home Rental Listings, Housing Search Assistance, Low Income/Subsidized Private Rental Housing, Mortgage Payment Assistance, Post Disaster Housing Assistance	91
Orion Communities	Rent Payment Assistance, Rental Deposit Assistance, Utility Bill Payment Plans	90
Domestic Violence Center of Chester County	Community Shelters, Domestic Violence Hotlines, Domestic Violence Shelters	11