

Chester County Report

January 2026



Contact Type



669

Phone

Last Month: 774
Last Year: 808



68

Text

Last Month: 94
Last Year: 45



10

Chat & Email

Last Month: 8
Last Year: 11



37

Mobile

Navigator
Last Month: 12
Last Year: 21

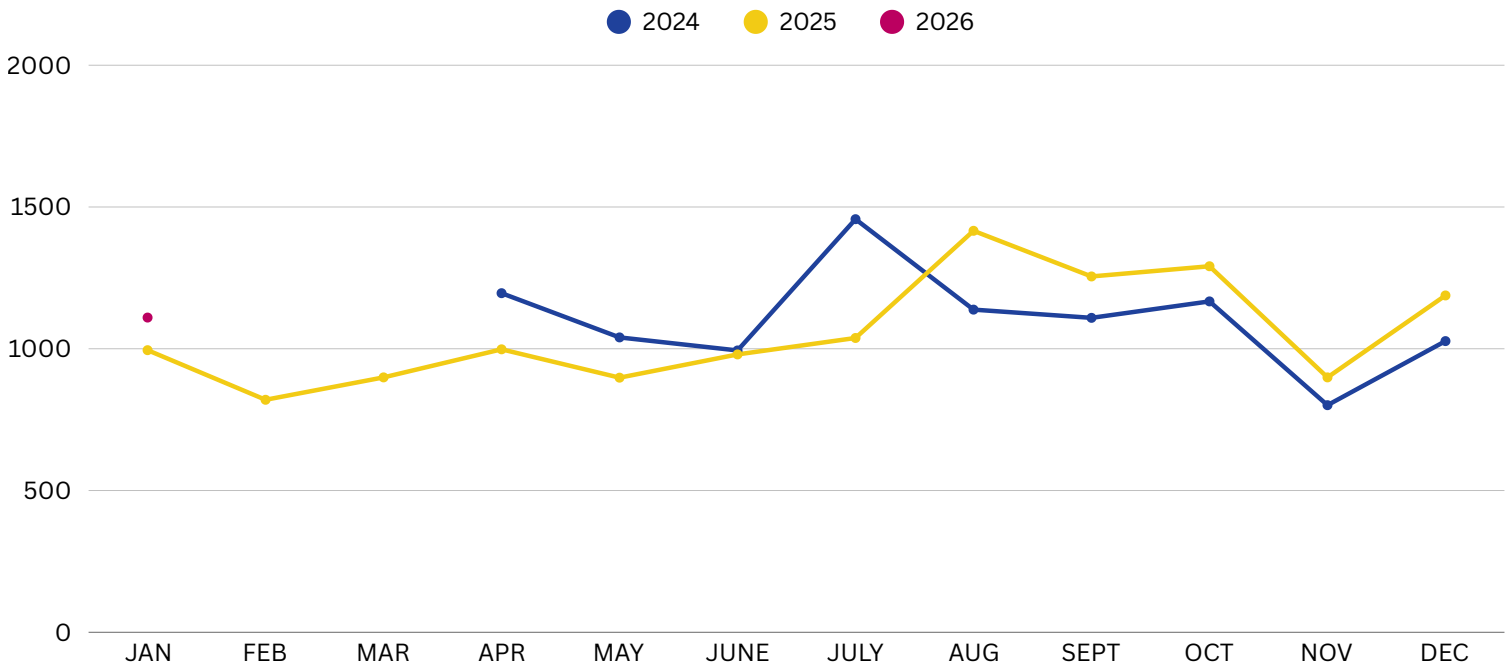
Total Unique
Clients
595

Total Referrals
2683

After Hours (reflected
in total call volume)
199

After Hours Coordinated
Entry
CE Line: 45

LinkLive Calls Handled



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TOP IDENTIFIED NEEDS

Taxonomy Name	Count
Undesignated Temporary Financial Assistance	257
Rent Payment Assistance	210
Electric Service Payment Assistance	107
Rental Deposit Assistance	76
Low Income/Subsidized Private Rental Housing	61
Utility Bill Payment Plans	54
Community Shelters	53
Housing Related Coordinated Entry	51
Case/Care Management	50
Eviction Prevention Assistance	48

Top 5 Unmet Needs	Count	Reason Unmet
Rent Payment Assistance	7	Ineligible - Already Exhausted Resource, Ineligible - Housing Status, Refused Resource, Service not available/does not exist
Rental Deposit Assistance	4	Ineligible - Housing Status, Service not available/does not exist
Community Shelters	4	Ineligible - Housing Status, Ineligible - Residency
Undesignated Temporary Financial Assistance	3	Service not available/does not exist
Utility Bill Payment Plans	2	Ineligible - Already Exhausted Resource, Service not available/does not exist

Basic Needs By Category



630

Housing & Shelter



40

Food



275

Utilities



10

Healthcare



21

Mental Health & Substance Use Disorders



14

Transportation



295

Employment & Income



14

Material Goods

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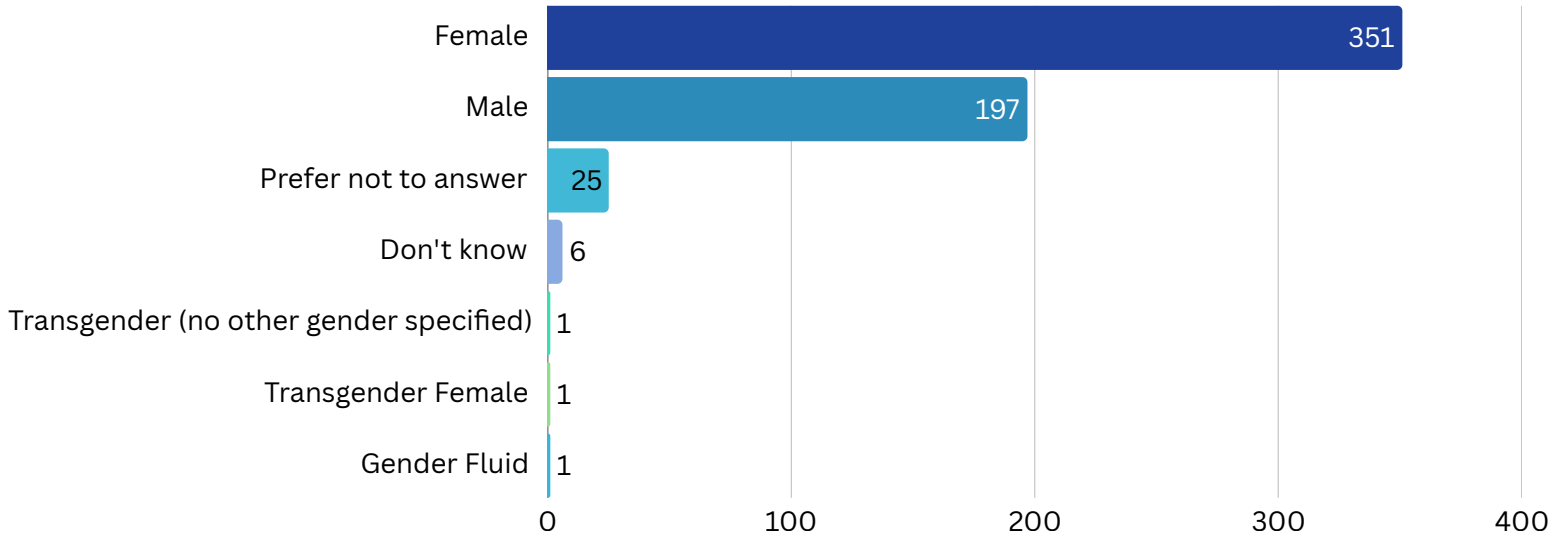
Top Referred Agencies

Agency Name	Taxonomy	Count
Church of the Good Samaritan	Undesignated Temporary Financial Assistance	223
Orion Communities	Propane/Home Heating Oil Suppliers, Rent Payment Assistance, Rental Deposit Assistance, Utility Bill Payment Plans	212
Pennsylvania Department of Human Services - Southeastern County Assistance Offices	Electric Service Maintenance/Repair, Electric Service Payment , Assistance, Food Stamps/SNAP, Furnaces, Heating Fuel Payment Assistance, Home Maintenance and Minor Repair Grants/Loans, Rent Payment Assistance, TANF	211
Human Services, Inc.	Rent Payment Assistance, Rental Deposit Assistance, Mental Health Evaluation	156
Saint Vincent De Paul - Chester County Conference	Undesignated Temporary Financial Assistance	123
PECO Energy	Electric Service Payment Assistance, Utility Bill Payment Plans	120
Brandywine Valley Active Aging	Case/Care Management, Comprehensive Information and Referral, Older Adults, Rent Payment Assistance, Senior Housing-Information and Referral	94
Salvation Army Coatesville Corps	Food Pantries, Undesignated Temporary Financial Assistance	79
Friends Association for Care and Protection of Children	Case/Care Management, Eviction Prevention Assistance, Rent Payment Assistance	73
Chester County Coordinated Entry - 2-1-1	Community Shelters, Housing Related Coordinated Entry	69
Domestic Violence Center of Chester County	Domestic Violence Hotlines, Domestic Violence Shelters	6

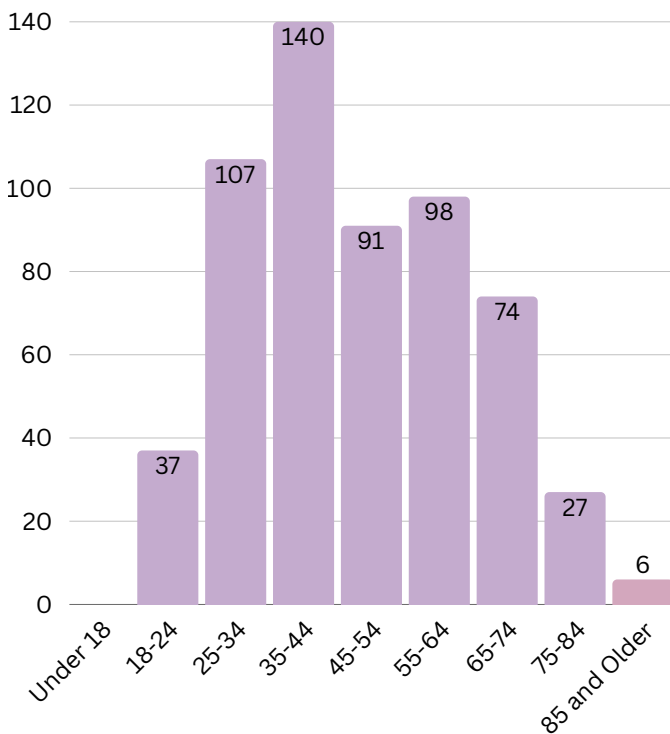
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Caller Demographics

Gender



Age



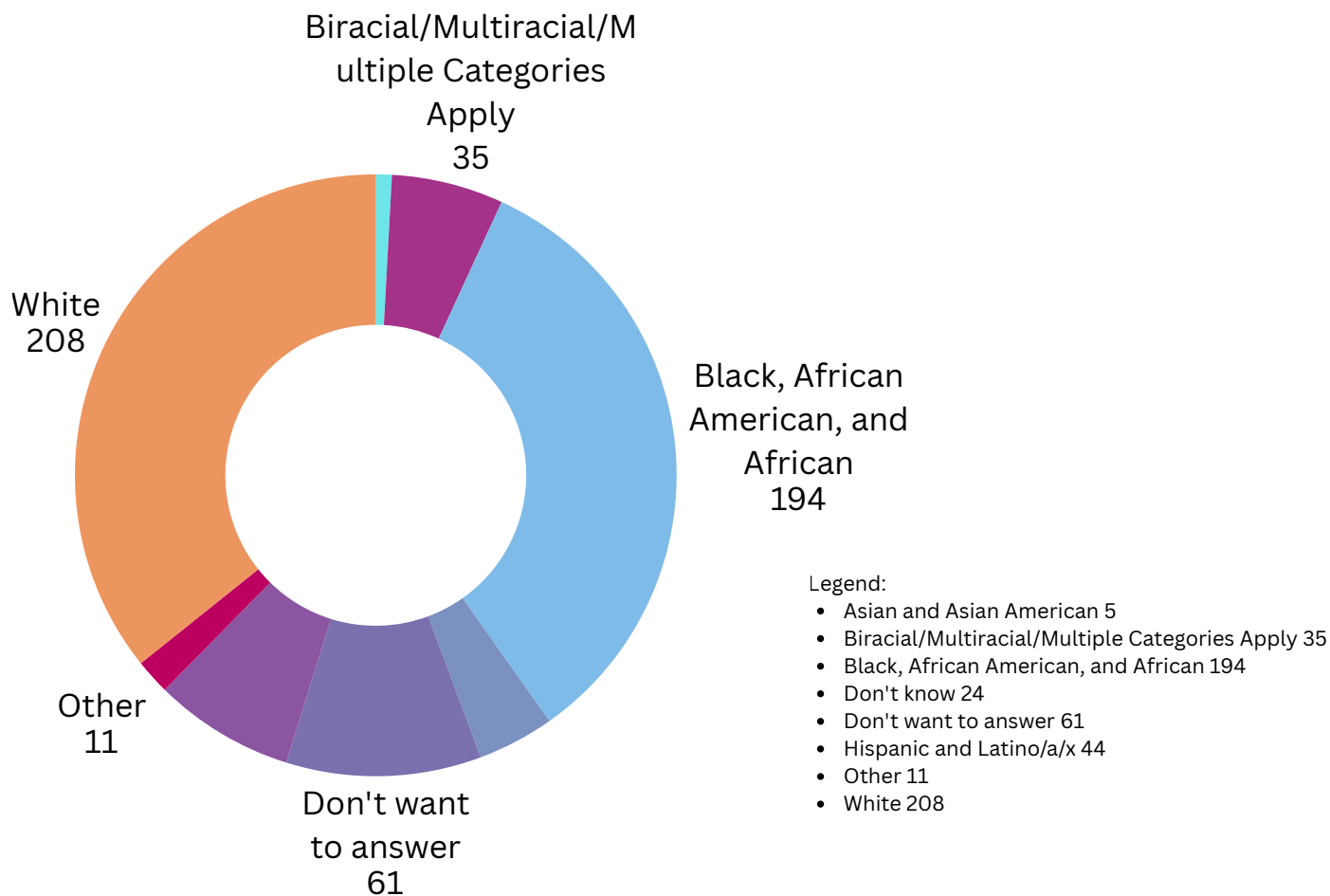
City

Top Cities	Count
Coatesville	201
West Chester	94
Phoenixville	52
Exton	34
Downingtown	32
Oxford	19
Malvern	17
Parkesburg	15
Spring City	15
Honey Brook	14

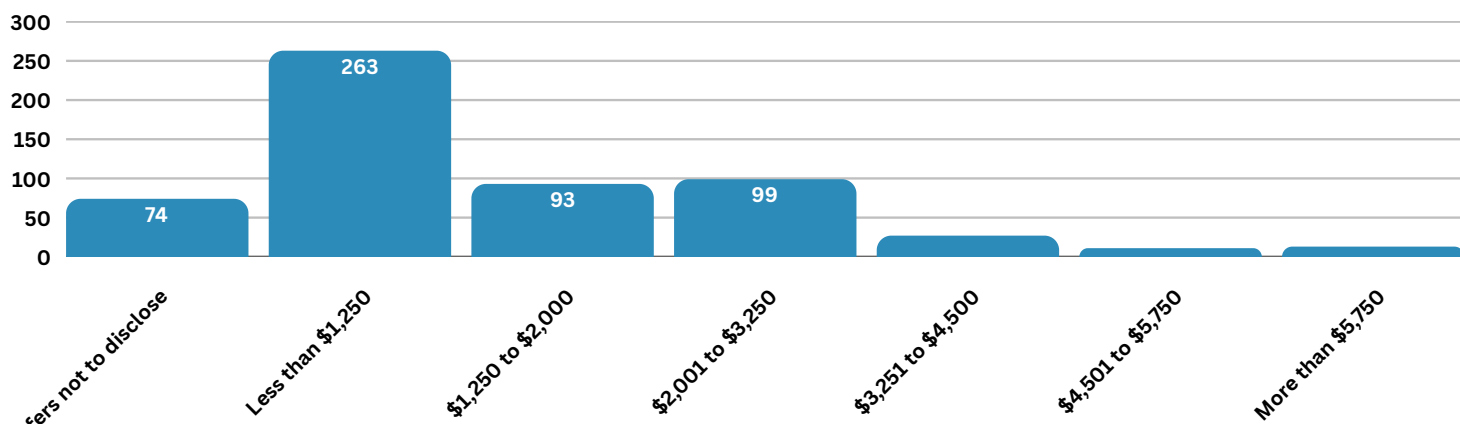
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Race/Ethnicity - Count



Gross Monthly Household Income - Count



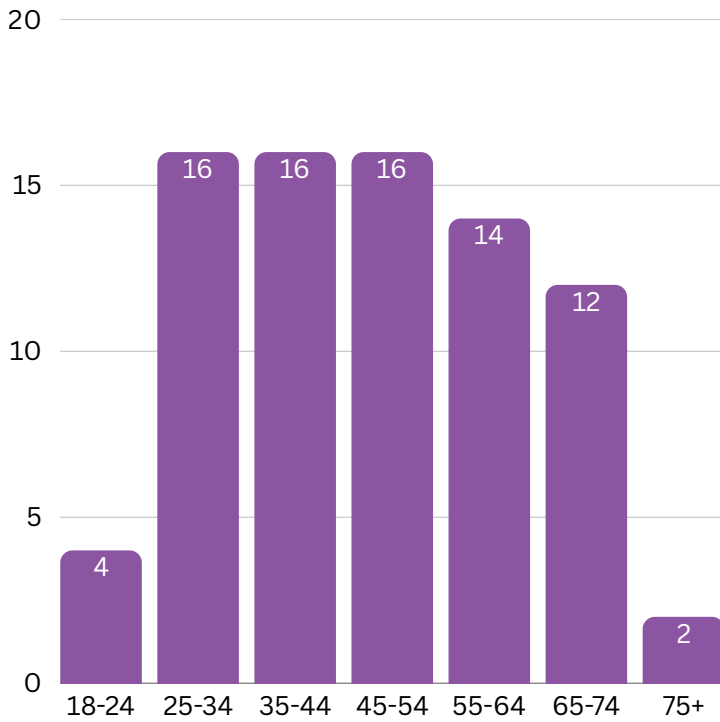
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Homeless Coordinated Entry – January

2026

Total - 80
9 from after-hours intake

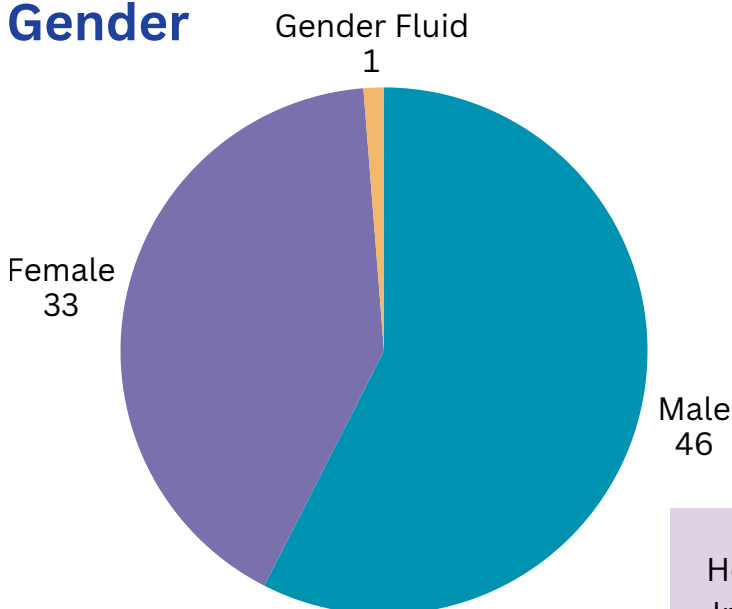
Age



Top Location - City

West Chester	23
Coatesville	16
Phoenixville	12
Malvern	5
Downingtown	4
Parkesburg	3
Exton	3
Avondale	2

Gender



Homeless intake completed by Chester County Information & Referral team from 211 inquiries

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Mobile Navigator – January 2026

Total Unique Clients - 36

Total Contacts - 37

Top Location - City

Exton	3
Coatesville	2
Elverson	1
Phoenixville	1
West Chester	1
Parkesburg	1
Strafford	1
Downingtown	1
Berwyn	1

Individual's issued 211 referrals in the community from the Chester County Mobile Information & Referral team

Top Needs

Low Income/Subsidized Private Rental Housing	21
Home Nursing	6
Rental Deposit Assistance	5
Mental Health Evaluation	4
Housing Authorities	4
Undesignated Temporary Financial Assistnace	4
Case/Care Management	3
Housing Search Assistance	3
Personal Care	2
Older Adult/Disability Related Supportive Housing	2