

Chester County Report

September 2025

Human Needs Network
of Chester County



Contact Type



779

Phone

Last Month: 849
Last Year: 779



76

Text

Last Month: 63
Last Year: 60



7

Chat & Email

Last Month: 7
Last Year: 18



11

Mobile

Navigator

Last Month: 21
Last Year: 14

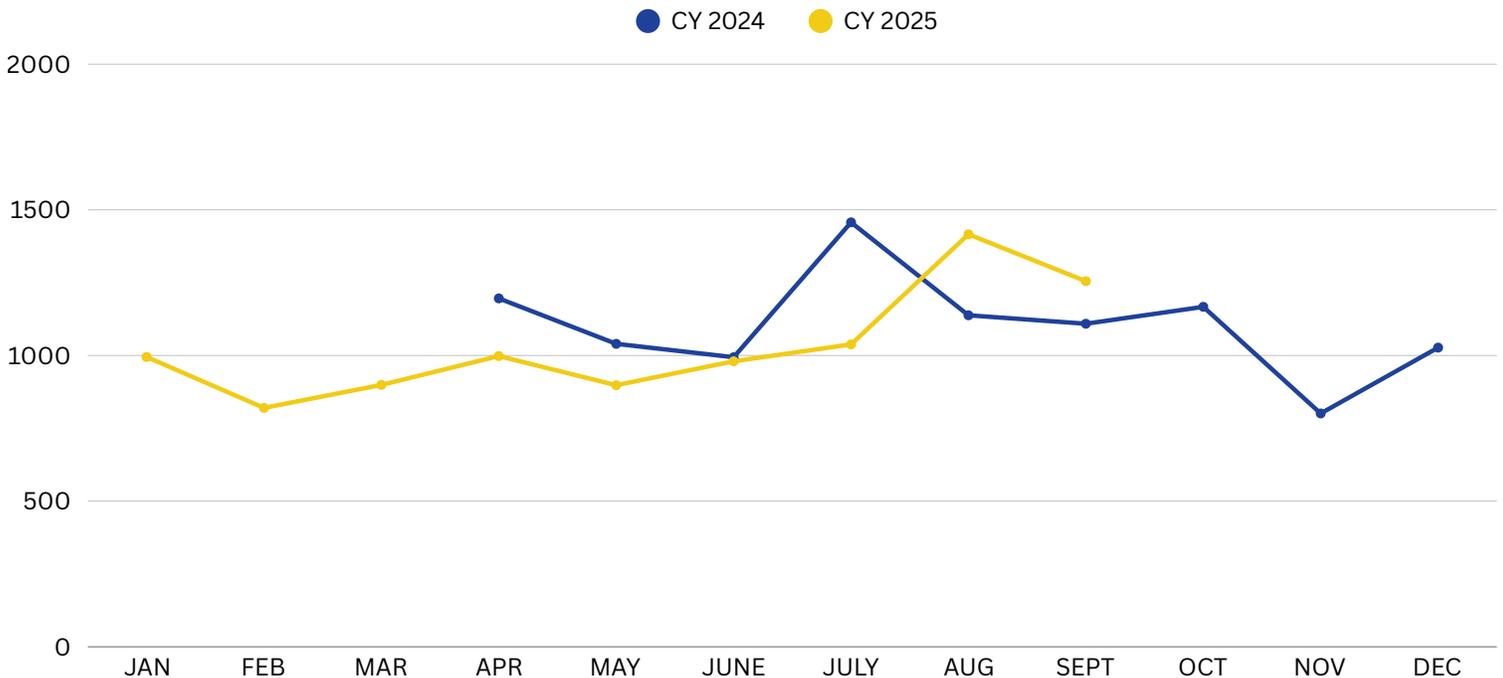
Total Unique
Clients
667

Total Referrals
3725

After Hours (reflected
in total call volume)
195

After Hours Coordinated
Entry
CE Line: 11
Local Crisis Line: 39

LinkLive Calls Handled



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TOP IDENTIFIED NEEDS

Taxonomy Name	Count
Undesignated Temporary Financial Assistance	303
Rent Payment Assistance	207
Electric Service Payment Assistance	165
Rental Deposit Assistance	113
Low Income/Subsidized Private Rental Housing	104
Case/Care Management	92
Utility Disconnection Protection	89
Utility Bill Payment Plans	66
TANF	64
Housing Related Coordinated Entry	63

Top 5 Unmet Needs	Count	Reason Unmet
Undesignated Temporary Financial Assistance	10	Ineligible - Already Exhausted Resource, Service not available/does not exist
Community Shelters	4	Ineligible - Housing Status
Automobile Payment Assistance	2	Service not available/does not exist
Home Maintenance and Minor Repair Services	1	Ineligible - Already Exhausted Resource
Automobile Insurance	1	Service not available/does not exist

Basic Needs By Category



558
Housing & Shelter



13
Food



195
Utilities



17
Healthcare



7
Mental Health & Substance Use Disorders



10
Transportation



8
Employment & Income



7
Material Goods

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Top Referred Agencies

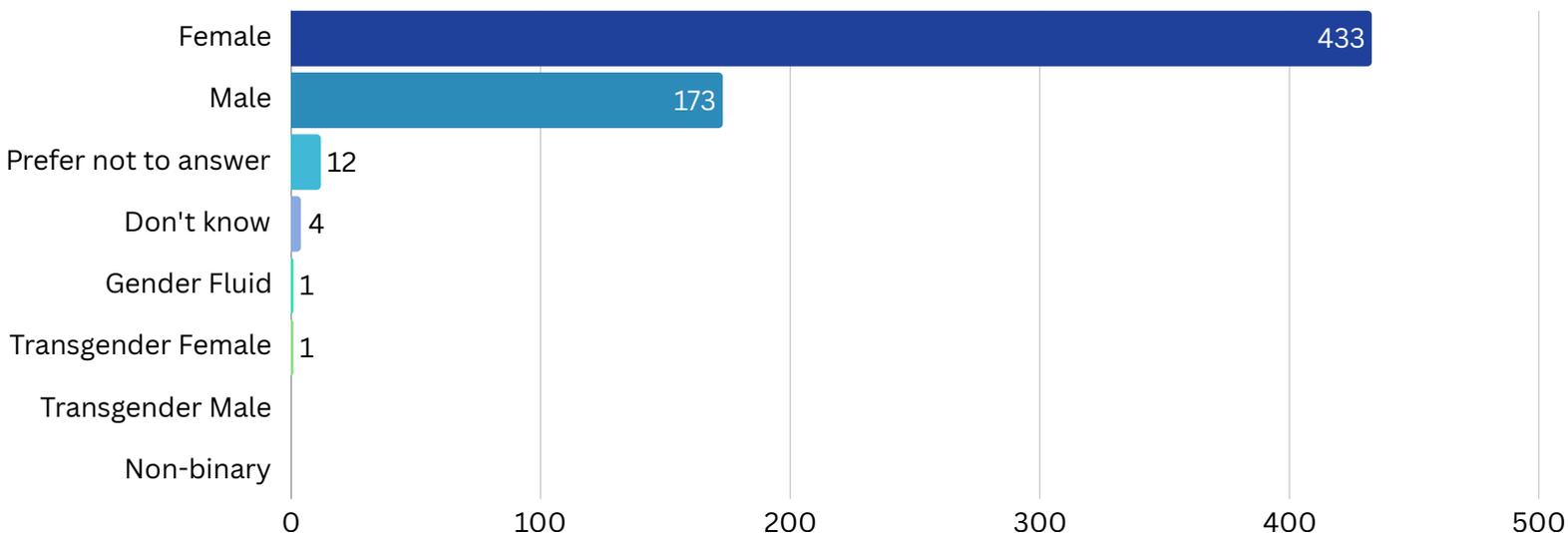
Agency Name	Taxonomy	Count
PECO Energy	Electric Service Payment Assistance, Utility Bill Payment Plans	305
Church of the Good Samaritan	Undesignated Temporary Financial Assistance	273
Orion Communities	Personal/Grooming Supplies, Rent Payment Assistance, Rental Deposit Assistance, Utility Bill Payment Plans	226
Pennsylvania Department of Human Services - Southeastern County Assistance Offices	Food Stamps/SNAP, Medicaid Appeals/Complaints, Medicaid Applications, Mortgage Payment Assistance, Rent Payment Assistance, TANF	203
Saint Vincent De Paul - Chester County Conference	Undesignated Temporary Financial Assistance	197
Human Services, Inc.	Certificates/Forms Assistance, General Counseling Services, Mental Health Evaluation, Rent Payment Assistance, Rental Deposit Assistance	184
Pennsylvania Public Utility Commission	Discounted Electric Service, Electric Service Shutoff Suspension Programs, Utility Bill Payment Plan Negotiation Assistance, Utility Disconnection Protection, Water Service Shutoff Suspension Programs	131
Pennsylvania Housing Finance Agency	Foreclosure Prevention Loan Modification/Refinancing Programs, Home Rental Listings, Housing Search Assistance, Low Income Home Loans, Low Income/Subsidized Private Rental Housing, Mortgage Payment Assistance	122
Regional Housing Legal Services	Utility Bill Payment Plan Negotiation Assistance, Utility Disconnection Protection	111
HDC MidAtlantic	Low Income/Subsidized Private Rental Housing	107
Domestic Violence Center of Chester County	Domestic Violence Hotlines, Domestic Violence Shelters, Community Shelters	18

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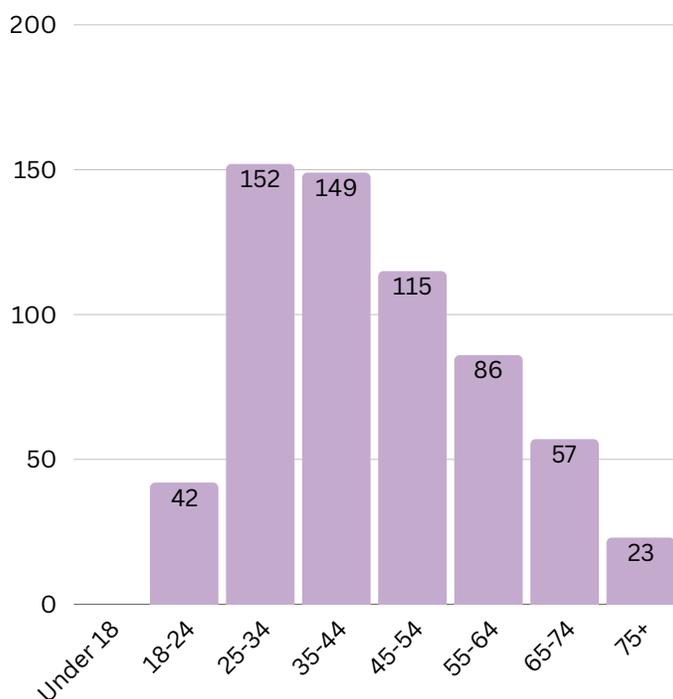
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Caller Demographics

Gender



Age



City

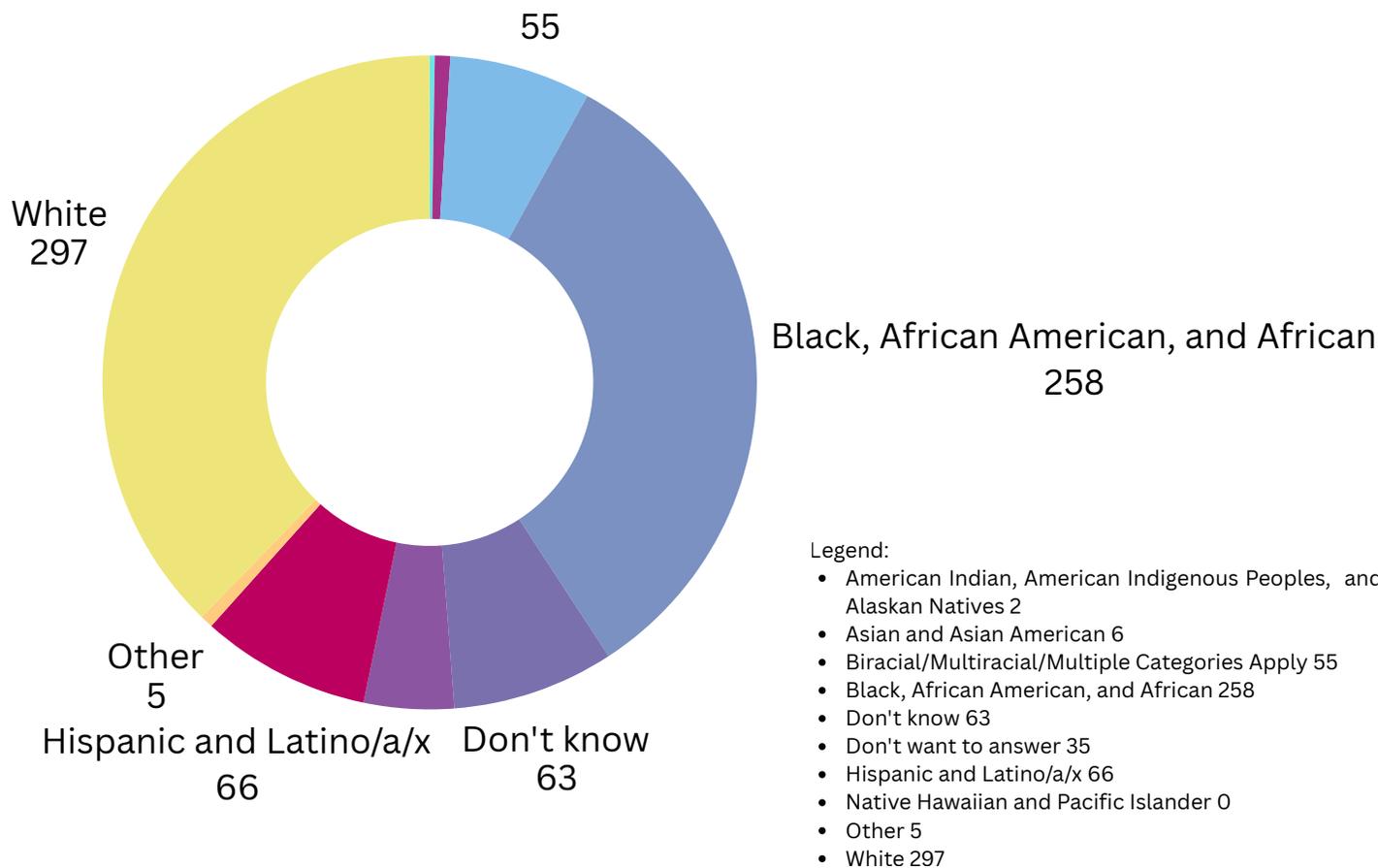
Top Cities	Count
Coatesville	284
West Chester	117
Downingtown	63
Phoenixville	62
Exton	30
Malvern	28
Honey Brook	27
Kennett Square	26
Oxford	23
Parkesburg	23

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Race/Ethnicity - Count

Biracial/Multiracial/Multiple Categories Apply



Gross Monthly Household Income - Count

