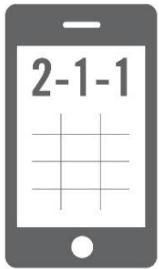


“PA 2-1-1 Southwest was there when I just needed a little help to move my life forward.”  
- Recent 2-1-1 caller

## CONTACT VOLUME



**2956**  
PHONE  
CONTACTS

Last month: 3280  
Last year: 4166



**4946**  
WEBSITE  
VISITS

Last month: 4578  
Last year: 4426



**362**  
CHAT & TEXT

Last month: 378  
Last year: 401

## NEEDS



**HOUSING** 1213



**UTILITY ASSISTANCE** 768



**FOOD** 417



**HOLIDAY PROGRAMS** 691

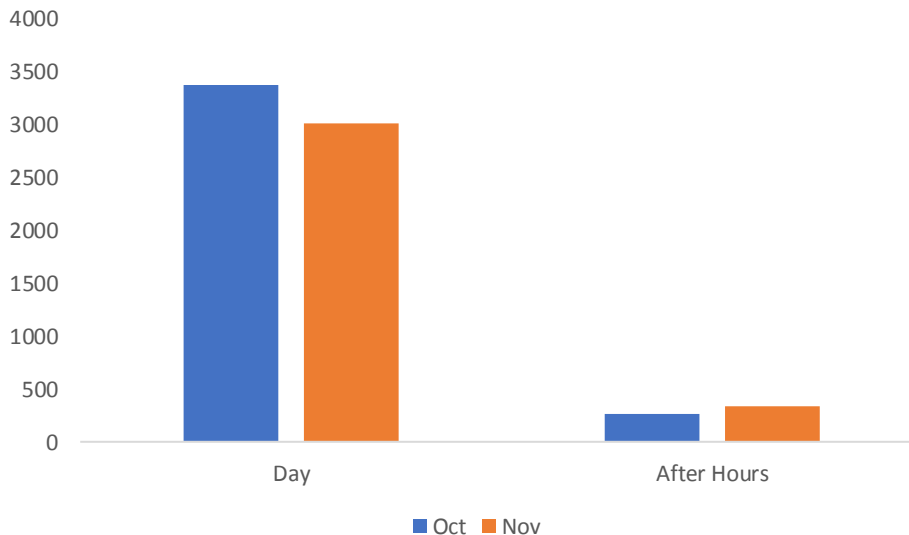


**MATERIAL GOODS** 529

### TOP NEEDS

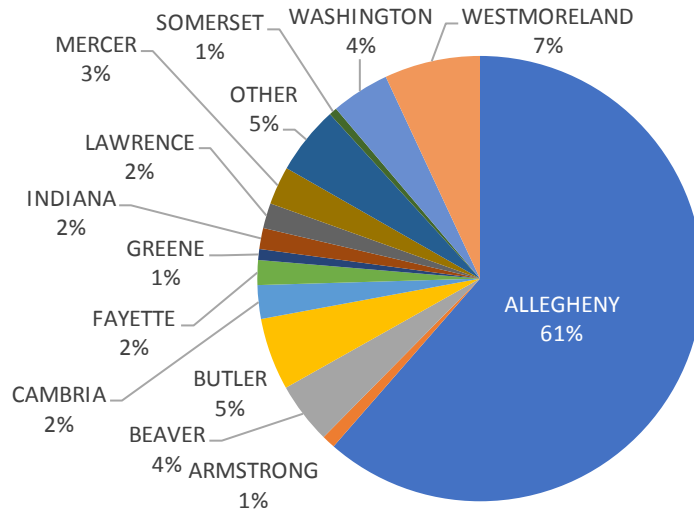
Electric Service Payment Assistance	376
Food Pantries	364
Rent Payment Assistance	334
Holiday Gift/Toys	242
Gas Service Payment Assistance	200
Undesignated Temporary Financial Assistance	196
Water Service Payment Assistance	126
Furniture	113
Rental Deposit Assistance	110
Community Shelters	102
<b>Total Needs</b>	<b>5217</b>

## CONTACTS: TIME OF DAY



# PA 2-1-1 SOUTHWEST: November 2018

## CONTACTS BY COUNTY



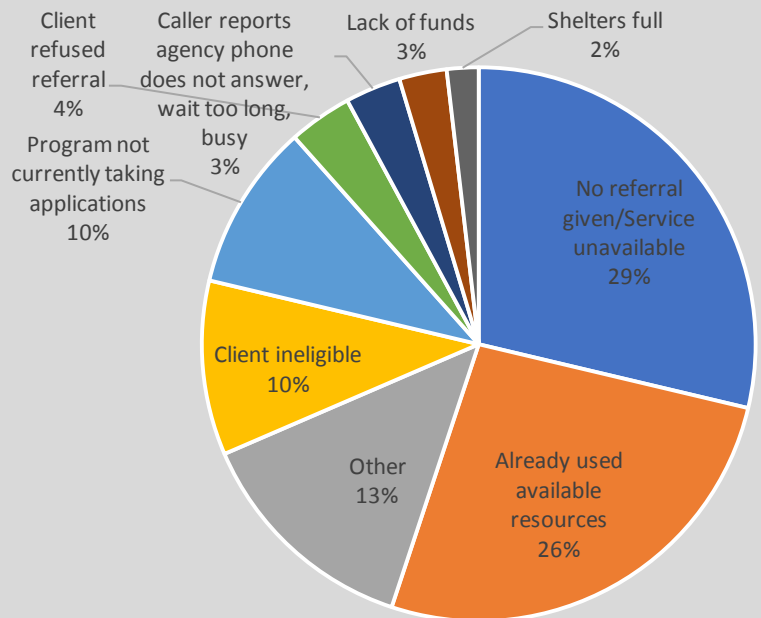
## UNMET NEEDS

If services don't exist to meet an inquirer's need or if they are deemed ineligible, 2-1-1 records that as an unmet need. In these cases, 2-1-1 resource navigators explore other services that may be of assistance.

### TOP UNMET NEEDS

Electric Service Payment Assistance	17
Rent Payment Assistance	14
Thanksgiving Baskets	12
Water Service Payment Assistance	8
Gas Service Payment Assistance	8
Rental Deposit Assistance	8
Sewer Service Payment Assistance	4
Water Heaters	4
Undesignated Temporary Financial Assistance	4
<b>Total Needs Unmet</b>	<b>183</b>

### REASON NEED UNMET

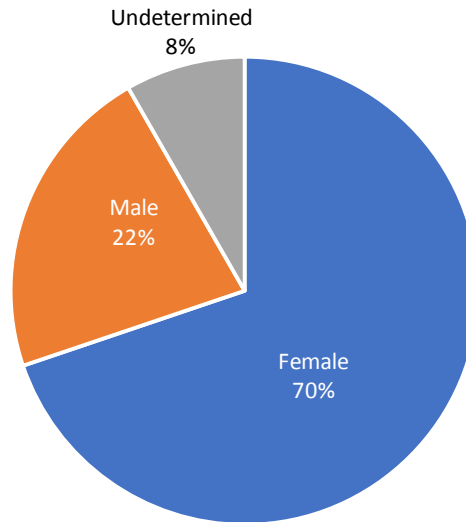


2-1-1 Thanks Our Sponsors

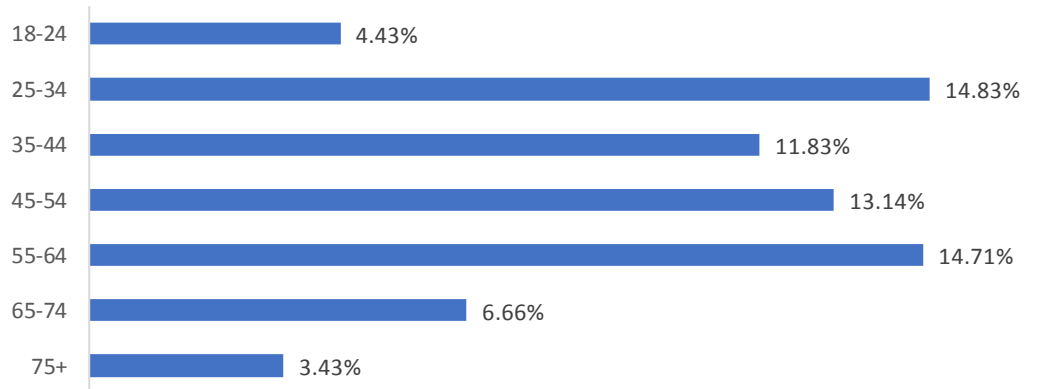


## DEMOGRAPHICS

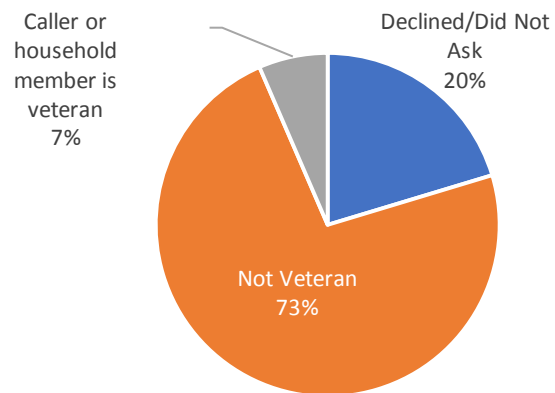
### GENDER



### AGE



### MILITARY STATUS



2-1-1 Thanks Our Sponsors

## TOP REFERRALS

Allegheny County DHS - Allegheny Link	415
Community Human Services Corporation - One Time Assistance for Rental and Utility Arrears	221
St. Vincent de Paul Tangible Aid	217
Play it Forward Pittsburgh	185
Greater Pittsburgh Community Food Bank - Food Pantry List	175
Toys for Tots - Allegheny County	157
\$1 Energy Fund ( Dollar Energy Fund )	127
The Blessing Board	103
Community Human Service Corporation - Home Matters Coalition	96
PA Housing Search Website	81
LIHEAP and Crisis Program (Energy Assistance, Utility Help) - Greater Pittsburgh East	79
Salvation Army - Steel Valley Worship and Service Center	60
LIHEAP and Crisis Program (Energy Assistance, Utility Help) - Allegheny	60
LIHEAP Crisis Program	55
Who's Your Brother - Furnish for Free	55
The Salvation Army Western Pennsylvania Division - McKeesport Worship and Service Center	54
Produce to People - Allegheny County	54
Cornerstone	48
Urban League of Greater Pittsburgh - Emergency Food Assistance (EFA)	44
US Housing and Urban Development ( HUD )- Pittsburgh Field Office	44
Bethlehem Haven - Emergency Shelter	41
Salvation Army - Pittsburgh North Boroughs Worship and Service Center	40
Neighborhood Legal Services Association - Allegheny	38
Salvation Army - Pittsburgh Homewood/Brushton Worship and Service Center	38
The Salvation Army Western Pennsylvania Division - Pittsburgh Temple Worship and Service Center	37
Center for Community Resources - Utility Assistance	37

2-1-1 Thanks Our Sponsors

