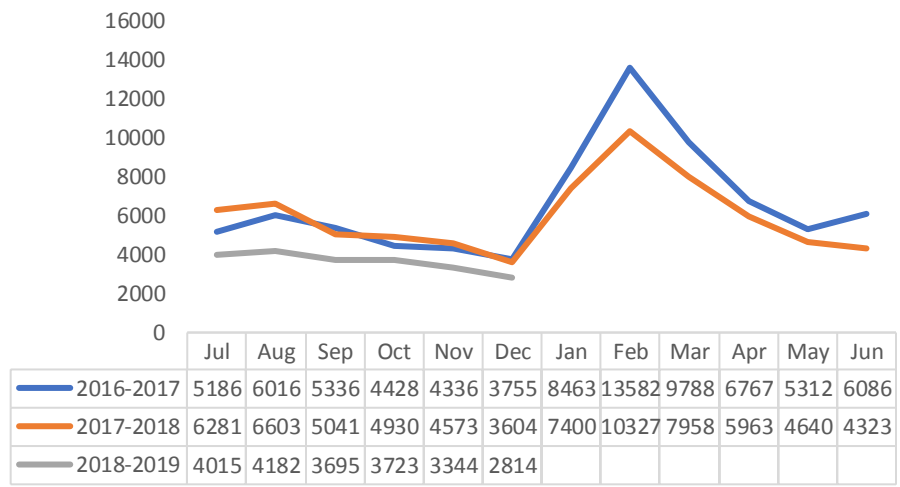


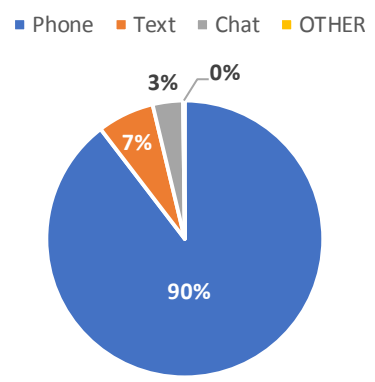
“PA 2-1-1 Southwest was my lifeline when I was alone and had nowhere to turn.”
- 2-1-1 caller

CONTACT VOLUME

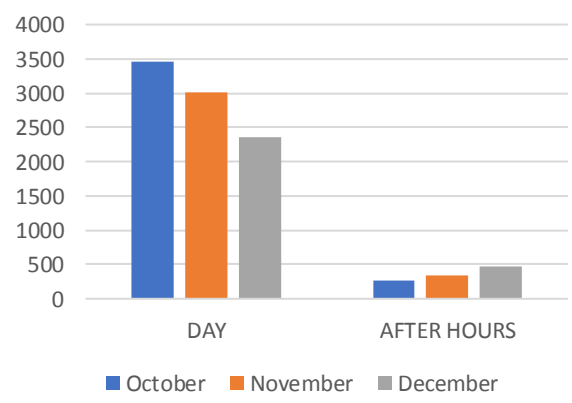
Contacts by Month



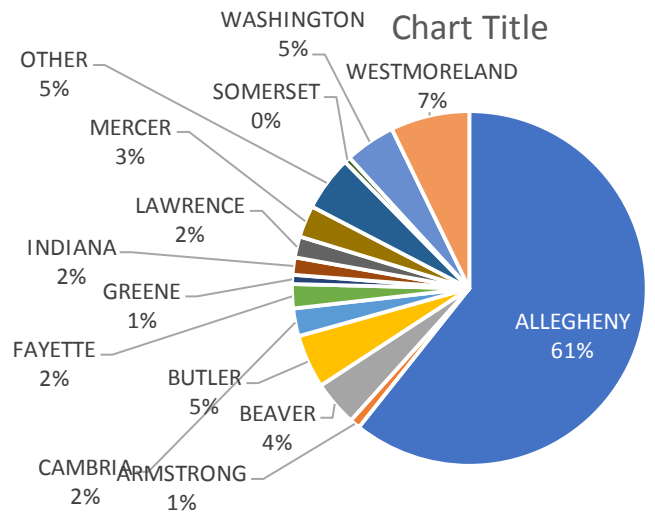
TYPE OF CONTACT



TIME OF CONTACT



CONTACTS BY COUNTY



NEEDS

TOP NEEDS

Presenting Need	Total
Electric Service Payment Assistance	1250
Rent Payment Assistance	1022
Food Pantries	960
Undesignated Temporary Financial Assistance	667
Gas Service Payment Assistance	581
Holiday Gifts/Toys	550
Water Service Payment Assistance	437
Community Shelters	308
Furniture	306
Rental Deposit Assistance	296
Total Needs	15,059

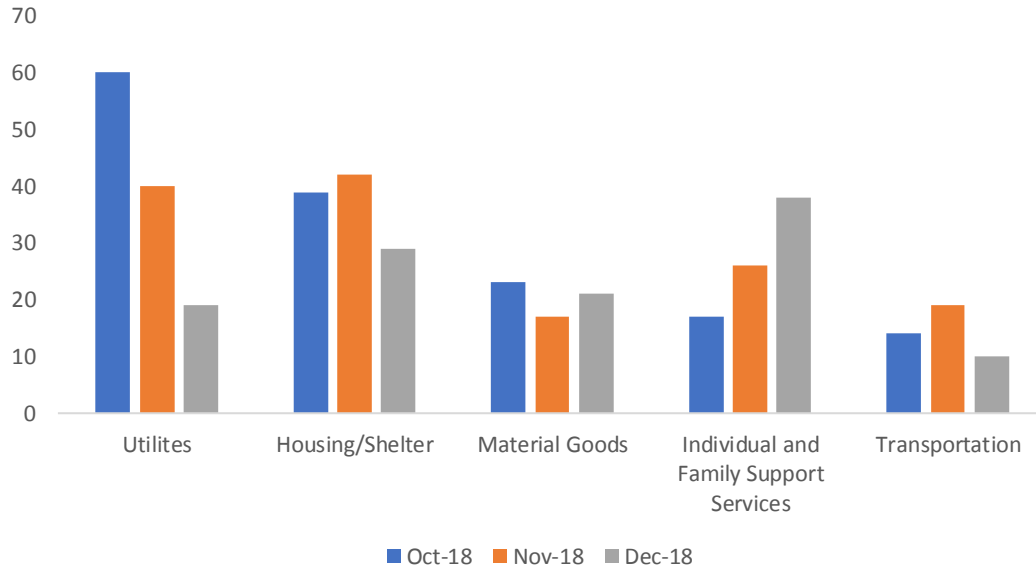
BASIC NEEDS

Basic Needs	Total
Top Utilities Needs	2385
Electric Service Payment Assistance	1250
Gas Service Payment Assistance	581
Water Service Payment Assistance	437
Heating Fuel Payment Assistance	85
Utility Deposit Assistance	32
Top Housing/Shelter Needs	2142
Rent Payment Assistance	1022
Community Shelters	308
Rental Deposit Assistance	296
Housing Search Assistance	279
Housing Related Coordinated Entry	237
Top Food Needs	1071
Food Pantries	960
Soup Kitchens	63
Home Delivered Meals	21
Formula/Baby Food	19
Food Banks/Food Distribution Warehouses	8
Top Material Goods Needs	836
Furniture	306
Winter Clothing	156
Furnaces	140
General Furniture Provision	133
General Clothing Provision	101
Top Transportation Needs	174
Non-Emergency Medical Transportation	89
Automobile Repair Loans	31
Senior Ride Programs	19
Disability Related Transportation	19
Automobile Purchase Loans	16

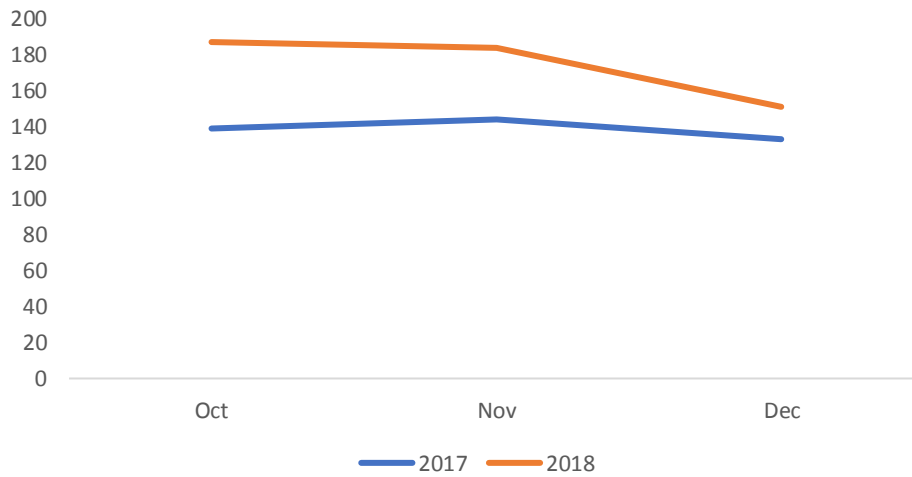
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UNMET NEEDS TYPES OF UNMET NEEDS



UNMET NEEDS: YEARLY COMPARISON



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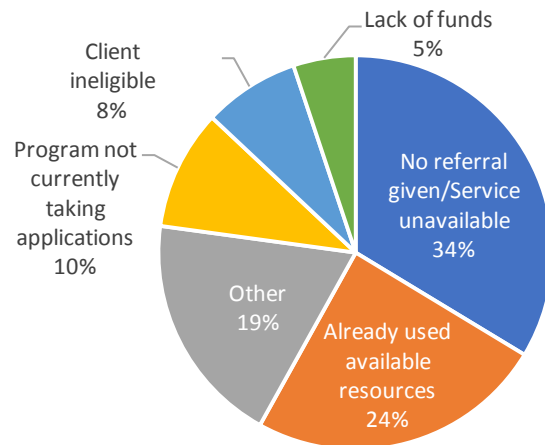
PA 2-1-1 SOUTHWEST: Q2 2018

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

Unmet Needs	# of Contacts
Basic Needs	141
Electric Service Payment Assistance	56
Rent Payment Assistance	37
Water Service Payment Assistance	19
Rental Deposit Assistance	15
Gas Service Payment Assistance	14
Consumer Services	10
Tax Preparation Assistance	5
VITA Program Sites	2
Money Management	2
Automobile Driver Licenses	1
Criminal Justice and Legal Services	6
Landlord/Tenant Assistance	2
Missing Persons Location Assistance	1
Legal Counseling	1
General Legal Aid	1
Community Service Work Programs	1
Education	1
Student Loans	1
Environment and Public Health/Safety	6
Bed Bug Control	2
Pest Control Services	1
Public Health	1
Pesticide/Herbicide Control	1
Fire Extinguishers	1
Health Care	7
Prescription Expense Assistance	2
Aging and Disability Resource Centers	2
Assistive Technology Equipment	1
Medical Expense Assistance	1
Dental Care Expense Assistance	1
Income Support and Employment	21
Undesignated Temporary Financial Assistance	15
Temporary Financial Assistance	3
Comprehensive Job Assistance Centers	1

REASON NEED UNMET



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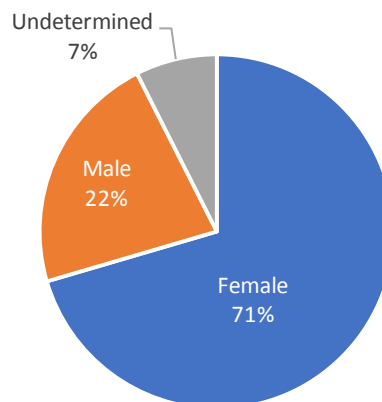


PA 2-1-1 SOUTHWEST: Q2 2018

Displaced Homemaker Employment Programs	1
Youth Employment Programs	1
Individual and Family Life	53
Holiday Gifts/Toys	20
Thanksgiving Baskets	16
Furnace Maintenance/Repair	8
Christmas Programs	5
Plumbing Maintenance/Repair	4
Mental Health and Substance Use Disorder Services	5
Domestic Violence Hotlines	1
Spouse/Intimate Partner Abuse Counseling	1
Parent Child Interactive Therapy	1
Gambling Addiction Helplines	1
Talklines/Warmlines	1
Organizational/Community/International Services	11
Furniture/Home Furnishings Donation Programs	5
Comprehensive Information and Referral	3
Research	1
Community Funds	1
Shelter Information Lines	1
Grand Total	261

DEMOGRAPHICS

GENDER

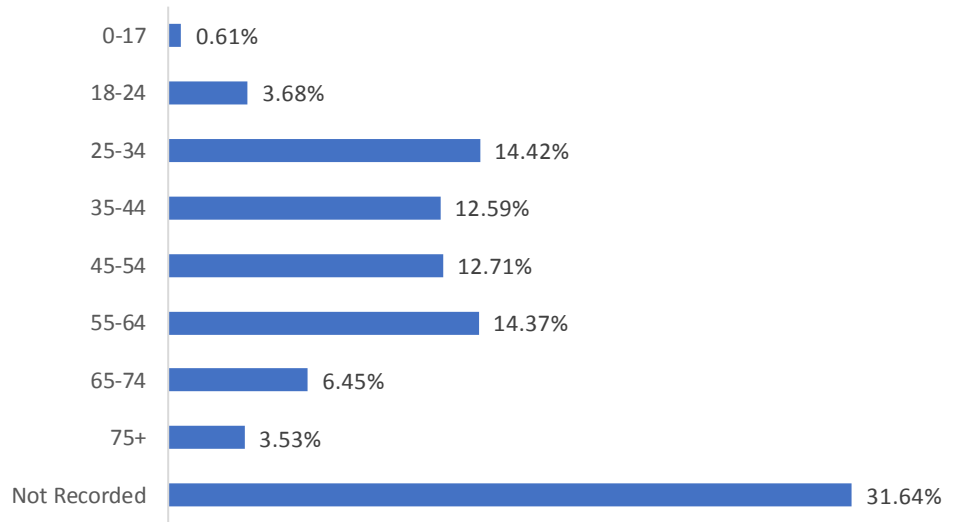


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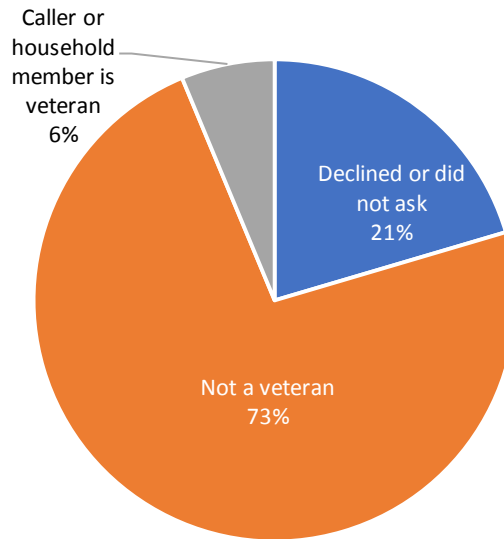


PA 2-1-1 SOUTHWEST: Q2 2018

AGE



MILITARY STATUS



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PA 2-1-1 SOUTHWEST: Q2 2018

TOP REFERRALS

Allegheny County DHS - Allegheny Link	1216
St. Vincent de Paul Tangible Aid	690
Community Human Services Corporation - One Time Assistance for Rental and Utility Arrears	651
Greater Pittsburgh Community Food Bank - Food Pantry List	443
\$1 Energy Fund (Dollar Energy Fund)	440
Community Human Service Corporation - Home Matters Coalition	353
Play it Forward Pittsburgh	347
Toys for Tots - Allegheny County	312
The Blessing Board	269
PA Housing Search Website	249
Salvation Army - Steel Valley Worship and Service Center	183
The Salvation Army Western Pennsylvania Division - McKeesport Worship and Service Center	155
Cornerstone	144
YWCA Greater Pittsburgh Women's Resource Center-Homewood	133
Salvation Army - Pittsburgh Temple Worship and Service Center	128
LIHEAP and Crisis Program (Energy Assistance, Utility Help) - Greater Pittsburgh East	126
Center for Community Resources - Utility Assistance	126
Urban League of Greater Pittsburgh - Emergency Food Assistance (EFA)	125
Salvation Army - Pittsburgh Homewood/Brushton Worship and Service Center	123
Blueprints - Homeless Assistance Program	121
Macedonia Family and Community Enrichment Center - Lifeline	119
LIHEAP Crisis Program	118
Who's Your Brother - Furnish for Free	117
Produce to People - Allegheny County	114
US Housing and Urban Development (HUD)- Pittsburgh Field Office	112
Neighborhood Legal Services Association - Allegheny	108
Appliance Warehouse	108
Bethlehem Haven - Emergency Shelter	106
Salvation Army - Pittsburgh North Boroughs Worship and Service Center	104
Hosanna Industries	102
Community Human Services Corporation - Wood Street Commons - Shelter Program	101
East End Cooperative Ministry Shelter	99
LIHEAP and Crisis Program (Energy Assistance, Utility Help) - Allegheny	98
Veterans Leadership Program of Western PA - Financial Assistance	97
Allegheny County DHS - Area Agency on Aging	94
Catholic Charities of the Diocese of Pittsburgh Washington County	94
PA Furniture Warehouse	92

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RESOURCE DATABASE UPDATES

	Updates Requested				Completed Updates	
	October	November	December	Quarterly Total	Updates completed	Completion Rate
Allegheny	0	1763	0	1763	99	5.6%
Armstrong	95	0	96	191	10	5.2%
Beaver	177	0	0	177	14	7.9%
Butler	202	0	0	202	11	5.4%
Cambria	525	0	0	525	20	3.8%
Fayette	149	151	0	300	12	4.0%
Greene	72	72	0	144	3	2.1%
Indiana	201	0	0	201	11	5.5%
Lawrence	119	0	0	119	10	8.4%
Mercer	177	0	0	177	9	5.1%
Somerset	194	0	0	194	7	3.6%
Washington	181	185	0	366	22	6.0%
Westmoreland	329	0	0	329	16	4.9%
Region	2421	2171	96	4688	244	5.2%

For information on updating an agency listing, visit pa211sw.org/service-providers or email info@pa211sw.org

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