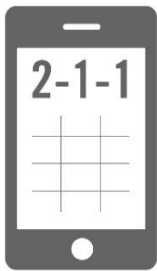


“ PA 2-1-1 Southwest helped me keep going when my world turned upside-down. ”
- 2-1-1 caller

CONTACT VOLUME



9560
PHONE
CONTACTS

Last month: 8159
Last year: 9184



5098
WEBSITE
VISITS

Last month: 5842
Last year: 5825



427
CHAT & TEXT

Last month: 307
Last year: 433

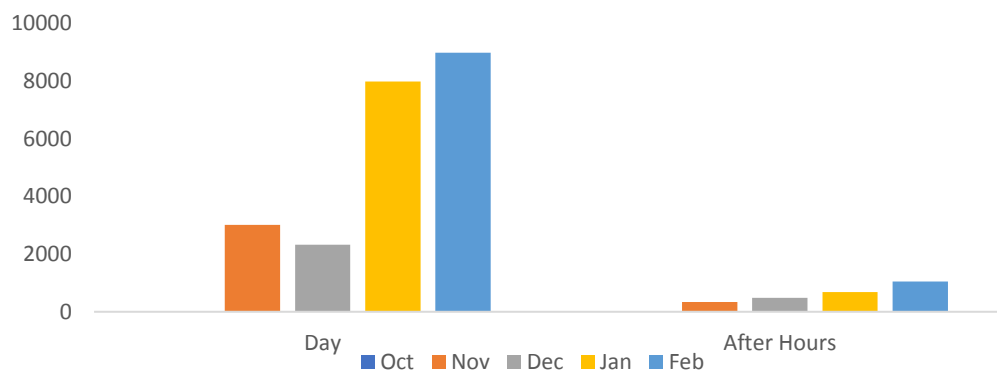
NEEDS

TAX ASSISTANCE	5183
HOUSING	1023
UTILITY ASSISTANCE	699
MATERIAL GOODS	311
FOOD	295

TOP NEEDS

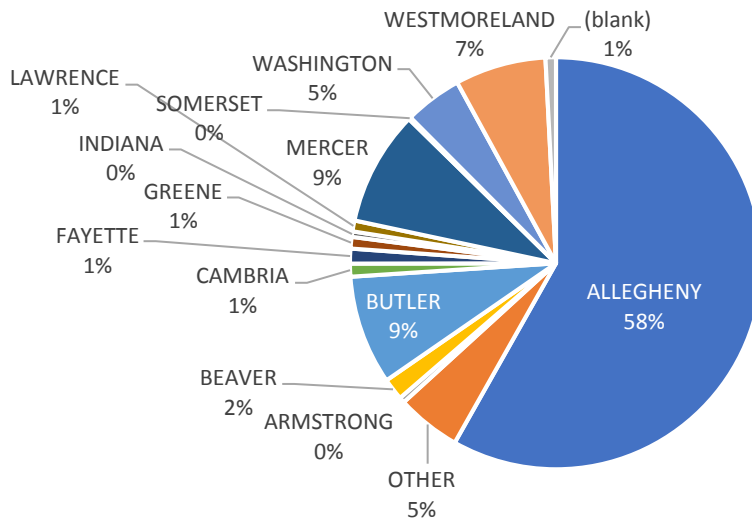
VITA Programs	3210
AARP Tax Aide Programs	1032
Tax Preparation Assistance	641
Electric Service Payment Assistance	277
Food Pantries	256
Rent Payment Assistance	233
Gas Service Payment Assistance	212
Undesignated Temporary Financial Assistance	209
Water Service Payment Assistance	116
Housing Related Coordinated Entry	114
Total Needs	9321

CONTACTS: TIME OF DAY



CONTACTS BY COUNTY

PA 2-1-1 SOUTHWEST: February 2019



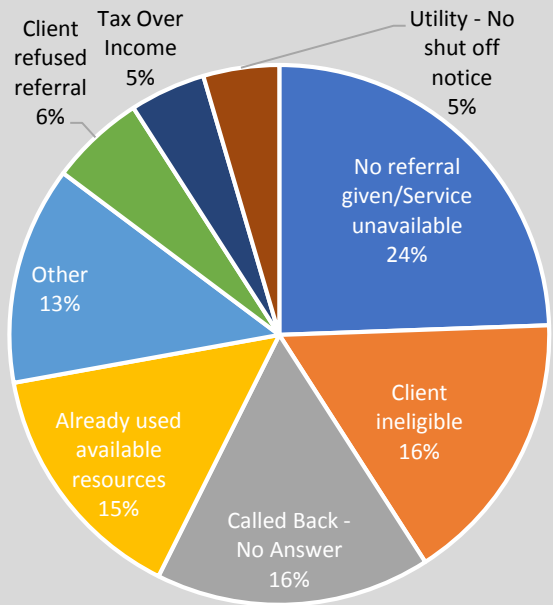
UNMET NEEDS

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.

REASON NEED UNMET

TOP UNMET NEEDS

Tax Preparation Assistance	74
VITA Programs	12
Electric Service Payment Assistance	8
Water Service Payment Assistance	7
Online Tax Preparation/E-Filing Sites	6
Undesignated Temporary Financial Assistance	5
AARP Tax Aide Programs	5
Specialized Information and Referral	4
Rent Payment Assistance	4
Sewer Service Payment Assistance	4
Total Needs Unmet	203

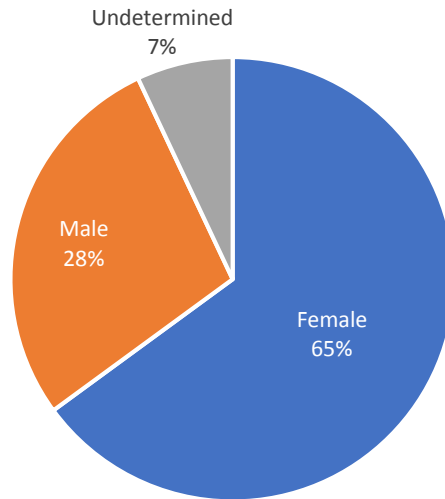


2-1-1 Thanks Our Sponsors

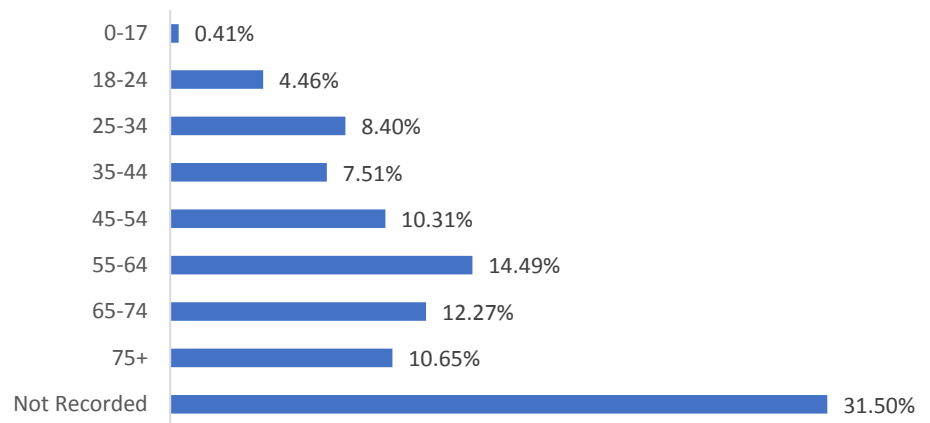


DEMOGRAPHICS

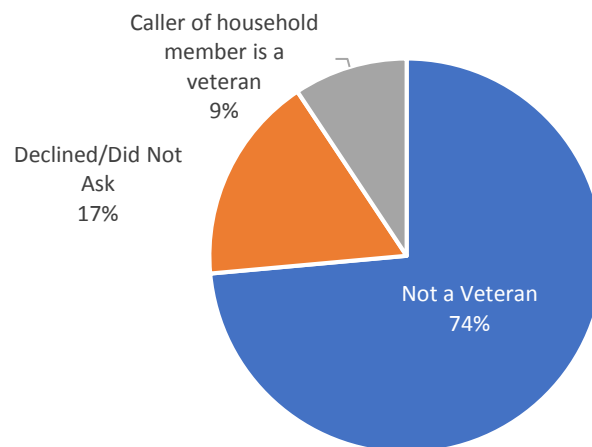
GENDER



AGE



MILITARY STATUS



2-1-1 Thanks Our Sponsors

TOP REFERRALS

Just Harvest Tax Assistance - South Side	825
Human Services Center - Turtle Creek - Tax Assistance	330
Allegheny County DHS - Allegheny Link	302
YWCA Greater Pittsburgh - Downtown - Tax Preparation	245
Just Harvest Tax Assistance at CCAC Boyce Campus	240
YMCA - Homewood - Brushton Branch Tax Assistance	226
Tax Site Locator	219
Westmoreland Community Action - Westmoreland County - Greensburg - Free Tax Preparation	208
Blueprints - Washington	192
St. Vincent de Paul Tangible Aid	191
IRS VITA Site - AARP Hickory VFW POST 6166 - Hermitage	170
Just Harvest Tax Assistance - Bedford Hope Center	154
YMCA - Hazelwood Tax Help	148
Community Human Services Corporation - One Time Assistance for Rental and Utility Arrears	147
IRS VITA Site - St. John's Episcopal Church - Sharon	137
IRS VITA Site - Immaculate Heart of Mary Church - Mercer	121
Greater Pittsburgh Community Food Bank - Food Pantry List	121
Self-Scheduling PA 211 SW Tax Appointment	112
\$1 Energy Fund (Dollar Energy Fund)	109
Zelienople Area Public Library - AARP Foundation Tax-Aide Site	101
VITA - Butler - Center for Community Resources - Butler County \$ In Your Pocket	100
Butler County Senior Centers, Tanglewood Center - AARP	98
United Way Worldwide - myfreetaxes.com	97
Cranberry Public Library - AARP Foundation Tax-Aide Site	92
Allegheny County DHS - Tax Assistance	91
North Hills Community Outreach - Tax Assistance - Bellevue Office	85
PA Housing Search Website	83
Trinity Lutheran Church - AARP Foundation Tax Aide Site	81
North Hills Community Outreach " Millvale VITA Site	79
Mars Area Public Library - AARP Foundation Tax-Aide Site	76
Just Harvest Tax Assistance at Robert Morris University	73
Goodwill at Northside Common Ministries Tax Assistance	64
The Blessing Board	61
Community Human Service Corporation - Home Matters Coalition	61
Westmoreland Community Action - Westmoreland County - New Kensington Free Tax Preparation	60
IRS VITA Site - Hempfield South Apartments - Greenville	60
LIHEAP and Crisis Program (Energy Assistance, Utility Help) - Greater Pittsburgh East	58

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