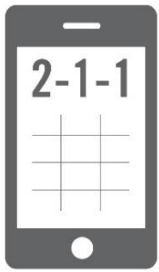


“Disaster can strike any time day or night. Thankfully, PA 2-1-1 Southwest is there to help 24/7.”  
- Recent 2-1-1 caller

### CONTACT VOLUME



**8159**  
PHONE  
CONTACTS

Last month: 2509  
Last year: 6858



**5842**  
WEBSITE  
VISITS

Last month: 3718  
Last year: 4426



**307**  
CHAT & TEXT

Last month: 255  
Last year: 369

### NEEDS



HOUSING

1301



UTILITY  
ASSISTANCE

737



MATERIAL GOODS

431



HOLIDAY  
PROGRAMS

319



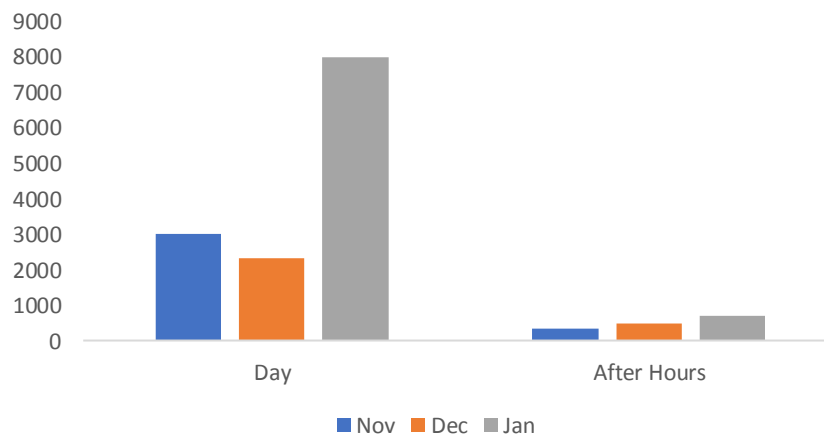
TAX  
ASSISTANCE

3414

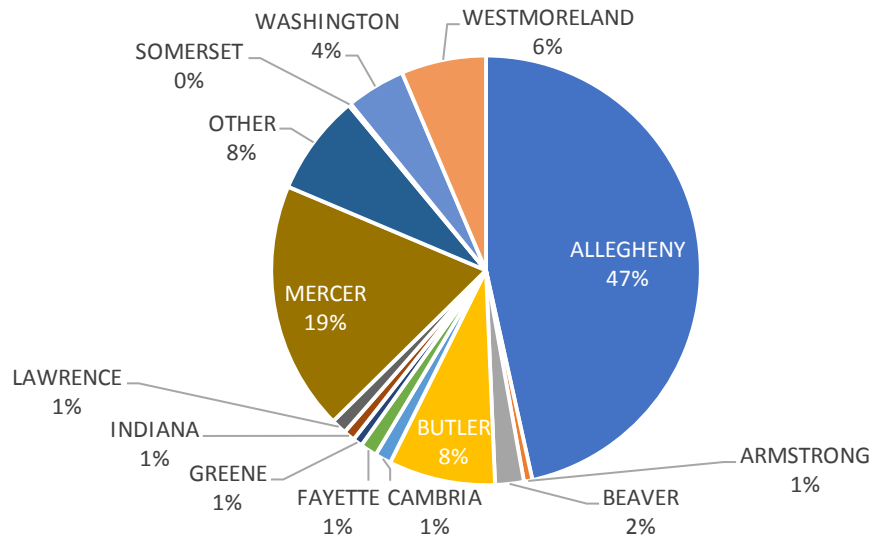
#### TOP NEEDS

VITA Programs	1497
AARP Tax Aide Programs	952
Tax Preparation Assistance	855
Rent Payment Assistance	360
Electric Service Payment Assistance	277
Food Pantries	274
Undesignated Temporary Financial Assistance	231
Gas Service Payment Assistance	169
Water Service Payment Assistance	156
Housing Search Assistance	107
<b>Total Needs</b>	<b>8501</b>

### CONTACTS: TIME OF DAY



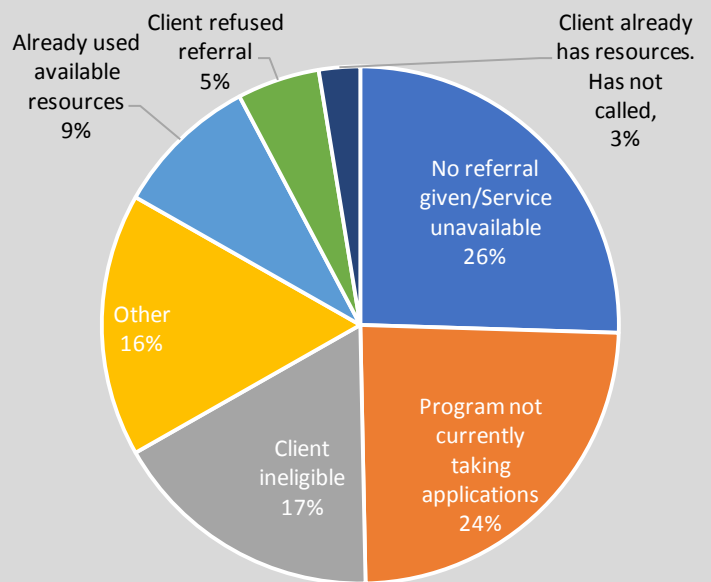
## CONTACTS BY COUNTY



## 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.

## REASON NEED UNMET



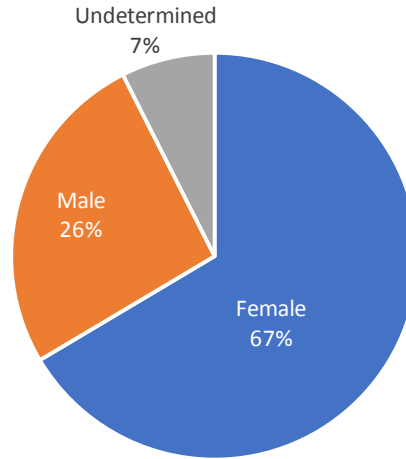
## TOP UNMET NEEDS

Tax Preparation Assistance	163
VITA Programs	14
Rent Payment Assistance	12
Electric Service Payment Assistance	12
Water Service Payment Assistance	9
Gas Service Payment Assistance	7
AARP Tax Aide Programs	7
Heating Fuel Payment Assistance	5
Online Tax Preparation/E-Filing Sites	4
Plumbing Maintenance/Repair	4
<b>Total Needs Unmet</b>	<b>351</b>

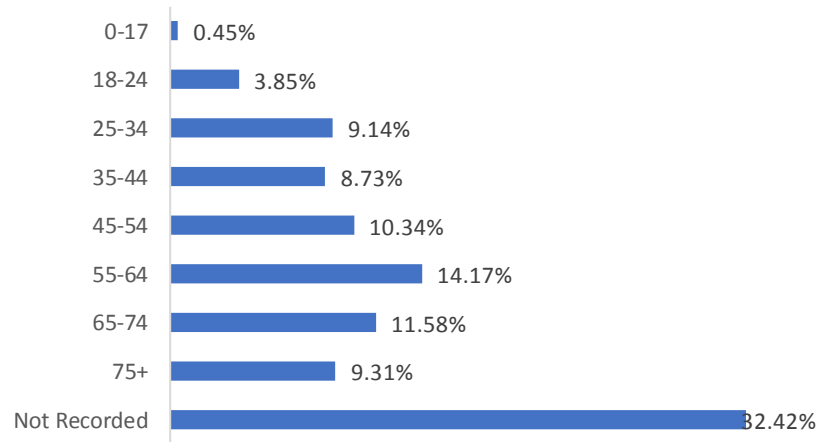
2-1-1 Thanks Our Sponsors

## DEMOGRAPHICS

### GENDER



### AGE

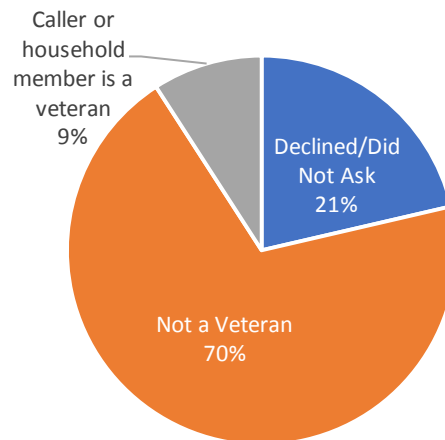


2-1-1 Thanks Our Sponsors



# PA 2-1-1 SOUTHWEST: January 2019

## MILITARY STATUS



## TOP REFERRALS

Allegheny County DHS - Allegheny Link	403
Just Harvest Tax Assistance - South Side	338
IRS VITA Site - McGonigle Ambulance Service - Hermitage	228
St. Vincent de Paul Tangible Aid	222
Community Human Services Corporation - One Time Assistance for Rental and Utility Arrears	184
IRS VITA Site - AARP Hickory VFW POST 6166 - Hermitage	179
Human Services Center - Turtle Creek - Tax Assistance	149
Greater Pittsburgh Community Food Bank - Food Pantry List	142
IRS VITA Site - St. John's Episcopal Church - Sharon	136
Westmoreland Community Action - Westmoreland County - Greensburg - Free Tax Preparation	128
PA Housing Search Website	116
Blueprints - Washington	109
Community Human Service Corporation - Home Matters Coalition	98
The Blessing Board	95
YMCA - Homewood - Brushton Branch Tax Assistance	94
VITA - Butler - Center for Community Resources - Butler County \$ In Your Pocket	91
Just Harvest Tax Assistance at CCAC Boyce Campus	89
Cranberry Public Library - AARP Foundation Tax-Aide Site	88
IRS VITA Site - Hempfield South Apartments - Greenville	84
Butler County Senior Centers, Tanglewood Center - AARP	82
Just Harvest Tax Assistance - Bedford Hope Center	74
Allegheny County DHS - Tax Assistance	73
Tax Site Locator	68
Search for a 2-1-1 or Information and Referral Service	67
IRS VITA Site - Immaculate Heart of Mary Church - Mercer	64

2-1-1 Thanks Our Sponsors



## PA 2-1-1 SOUTHWEST: January 2019

YWCA Greater Pittsburgh - Downtown - Tax Preparation	62
Trinity Lutheran Church - AARP Foundation Tax Aide Site	61
LIHEAP and Crisis Program (Energy Assistance, Utility Help) - Greater Pittsburgh East	55
Allegheny County DHS - Area Agency on Aging	55
North Hills Community Outreach - Tax Assistance - Bellevue Office	52
Catholic Charities of the Diocese of Pittsburgh Washington County	52
Neighborhood Legal Services Association - Allegheny	50
Salvation Army - Steel Valley Worship and Service Center	50
\$1 Energy Fund ( Dollar Energy Fund )	50
Center for Community Resources - Utility Assistance	48

2-1-1 Thanks Our Sponsors

