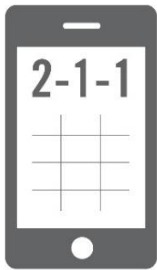


“ PA 2-1-1 Southwest found a way to keep my power on when I thought I was out of options. ”  
- 2-1-1 caller

### CONTACT VOLUME



**7972**  
PHONE  
CONTACTS

Last month: 9560  
Last year: 7412



**4520**  
WEBSITE  
VISITS

Last month: 5098  
Last year: 5548



**296**  
CHAT & TEXT

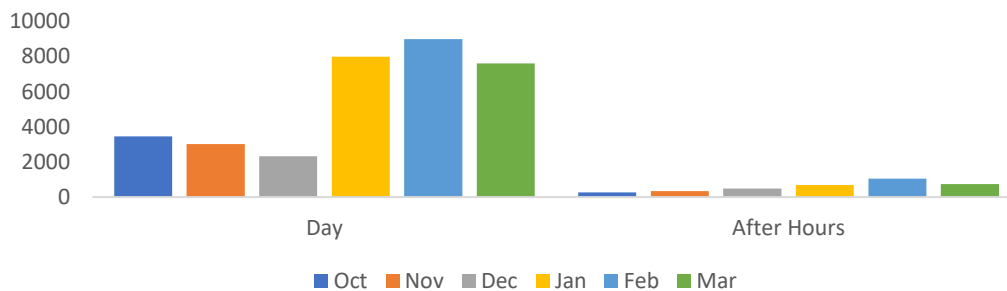
Last month: 427  
Last year: 324

### NEEDS

TAX ASSISTANCE	3201
HOUSING	1153
UTILITY ASSISTANCE	880
MATERIAL GOODS	365
FINANCIAL ASSISTANCE	233

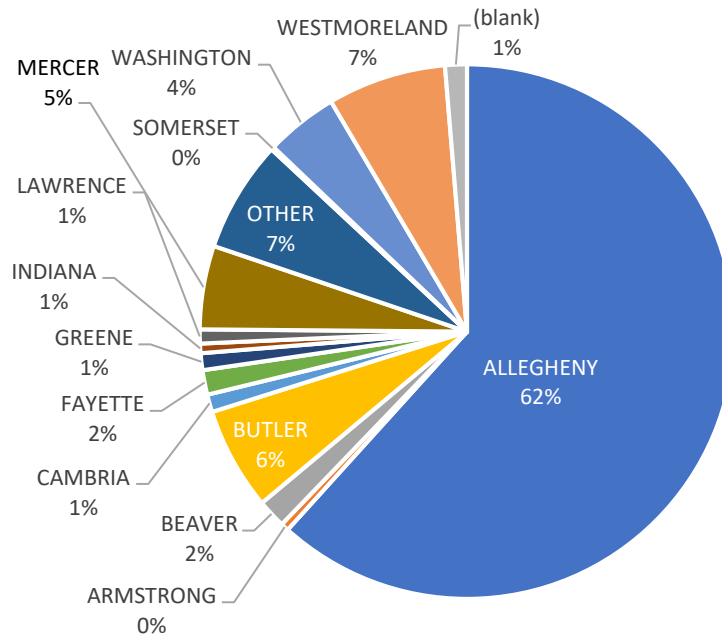
TOP NEEDS	
VITA Programs	2064
Tax Preparation Assistance	628
Electric Service Payment Assistance	446
Rent Payment Assistance	277
Gas Service Payment Assistance	233
AARP Tax Aide Programs	206
Undesignated Temporary Financial Assistance	202
Food Pantries	174
Water Service Payment Assistance	123
Housing Search Assistance	117
<b>Total Needs</b>	<b>7724</b>

### CONTACTS: TIME OF DAY



# PA 2-1-1 SOUTHWEST: March 2019

## CONTACTS BY COUNTY



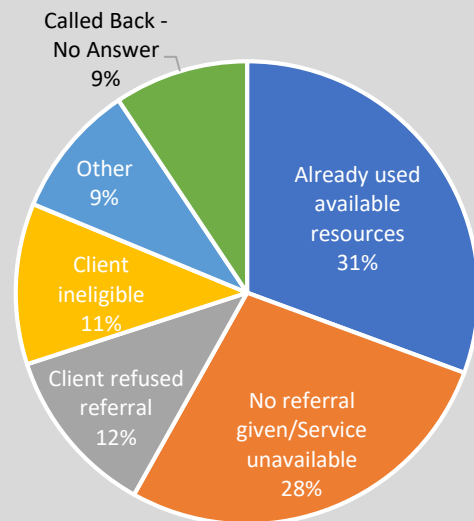
## UNMET NEEDS

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

Tax Preparation Assistance	66
Electric Service Payment Assistance	11
VITA Programs	9
AARP Tax Aide Programs	9
Rent Payment Assistance	8
Undesignated Temporary Financial Assistance	7
Specialized Information and Referral	5
Heating Fuel Payment Assistance	4
Rental Deposit Assistance	4
Research	4
<b>Total Needs Unmet</b>	<b>207</b>

### REASON NEED UNMET

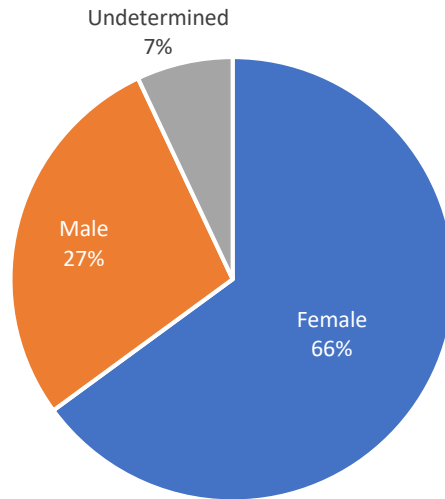


2-1-1 Thanks Our Sponsors

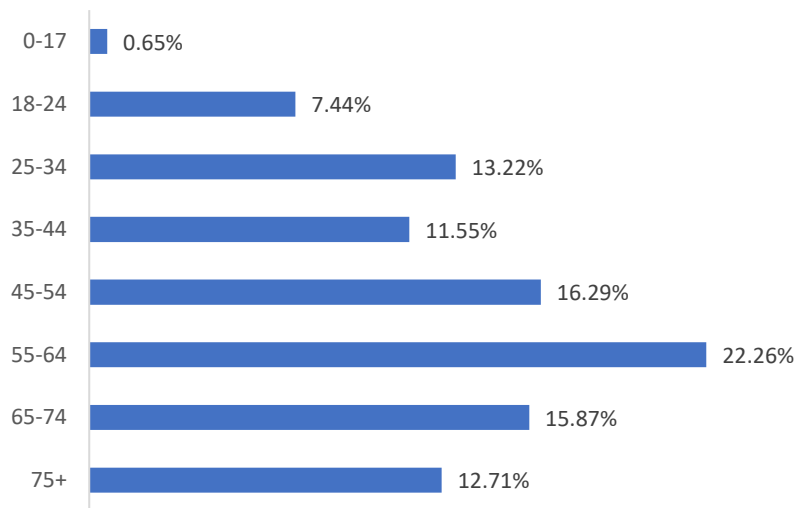


## DEMOGRAPHICS

### GENDER



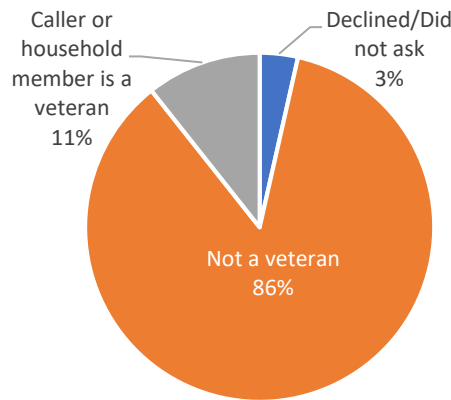
### AGE



2-1-1 Thanks Our Sponsors



**MILITARY STATUS**



**TOP REFERRALS**

Just Harvest Tax Assistance - South Side	482
Allegheny County DHS - Allegheny Link	375
St. Vincent de Paul Tangible Aid	234
Tax Site Locator	205
\$1 Energy Fund ( Dollar Energy Fund )	204
Just Harvest Tax Assistance at CCAC Boyce Campus	196
Community Human Services Corporation - One Time Assistance for Utility Arrears	186
Human Services Center - Turtle Creek - Tax Assistance	176
YMCA - Homewood - Brushton Branch Tax Assistance	171
VITA - Butler - Center for Community Resources - Butler County \$ In Your Pocket	152
YWCA Greater Pittsburgh - Downtown - Tax Preparation	149
YMCA - Hazelwood Tax Help	132
Just Harvest Tax Assistance - Bedford Hope Center	104
Community Human Service Corporation - Home Matters Coalition	102
PA Housing Search Website	98
United Way Worldwide - myfreetaxes.com	95
Blueprints - Washington	93
The Blessing Board	80
Greater Pittsburgh Community Food Bank - Food Pantry List	80
Just Harvest Tax Assistance at Robert Morris University	77
North Hills Community Outreach " Millvale VITA Site	69
Westmoreland Community Action - Westmoreland County - Latrobe - Free Tax Preparation	62
Salvation Army - Steel Valley Worship and Service Center	59
LIHEAP and Crisis Program (Energy Assistance, Utility Help) - Greater Pittsburgh East	57
Hosanna Industries	56

2-1-1 Thanks Our Sponsors

