

Second Quarter Report | October - December 2018

From October through December, [Pennsylvania 2-1-1 Southwest](#) powered by United Way assisted those in need through the holidays and the colder weather. We're proud to report that for this second quarter, we provided 9,881 connections to assist - from rent and utilities, to food and other basic needs relief. Our team has stepped up to the plate to make a true impact.

With information on United Way's *Free Tax Prep* program, insight into recognizing unhealthy relationships, and tips on how to weatherize your home, this 2-1-1 report covers exciting recent developments and info to help you in the coming months. In addition, a special report outlines *PA 2-1-1 Southwest's* readiness in the event of tragedies such as the attack at the Tree of Life Synagogue.

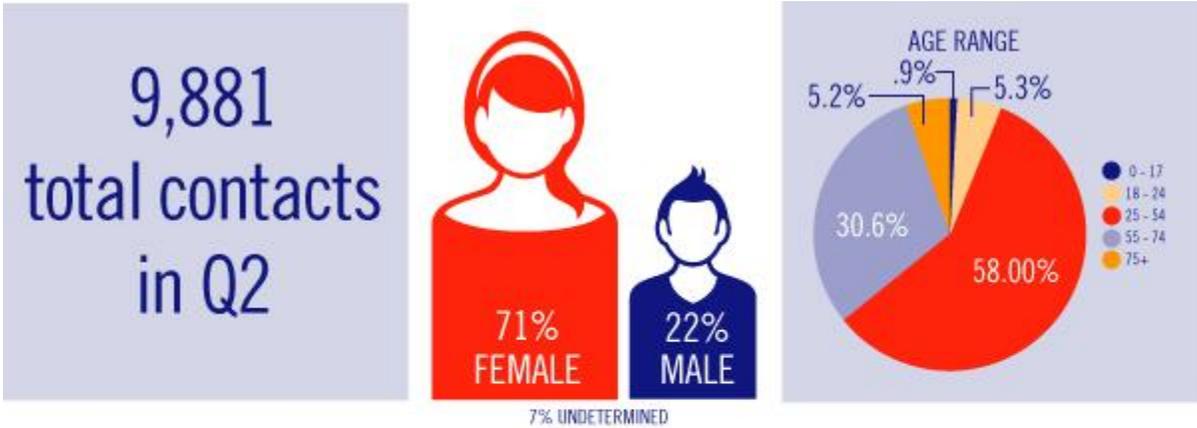
2-1-1 and Tree of Life Response



The "darkest day" – how some describe October 27, 2018, in Pittsburgh, PA. – is one that will never be forgotten. It was a day that saw a lone gunman enter the Tree of Life Synagogue and shoot Jewish congregants who had gathered to worship. The mass shooting left 11 dead, six injured and an entire city and nation reeling to make sense of the tragic and senseless loss of lives.

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Second Quarter Results



- Total Q2 calls: **8,756**
- Total Q2 text and chat messages:
 - o Text: **651**
 - o Chat: **346**
- Other contacts (Fax, Social Media, Walk In, Email): **20**
-
- Total Q2 website visits: **13,242**
- Total Q2 contacts for Basic Needs Assistance: **8,992**

- Total Q2 contacts for Utility Needs: **2,385**
- Total Q2 contacts from veterans or military families: **547**

FEATURED CALLS/TEXTS/CHATS

"I'd have gone without food myself so the kids could eat. Thanks to 2-1-1, I didn't have to."

Heather, 41, is doing her best to care for her niece and nephew since she was awarded custody. Her resources are limited, though. She'd already used up her monthly food stamp allotment which, due to a technicality, wouldn't be increased to include the children for a few weeks. She called PA 2-1-1 Southwest to see if she had other options. The Resource Navigator gave Heather five referrals that included sources for free fresh produce, community meals, food pantries, child feeding programs, and even new winter coats. Heather was able to get emergency food assistance from the first agency she called. She wants the children to feel safe and secure; they've been through so much. She's happy to know that she can depend on the community's support, and on PA 2-1-1 Southwest.

**2-1-1 FEATURED
AGENCY**



Dollar Energy Fund

Working together to keep local households safe; keeping the heat on to a safe degree; having light and electricity; using the stove to cook a warm meal. Families often take these basic needs and access to critical utilities for granted. But for many in our community, when a crisis occurs, these everyday household utilities could be at jeopardy. That's where Dollar Energy Fund comes in.

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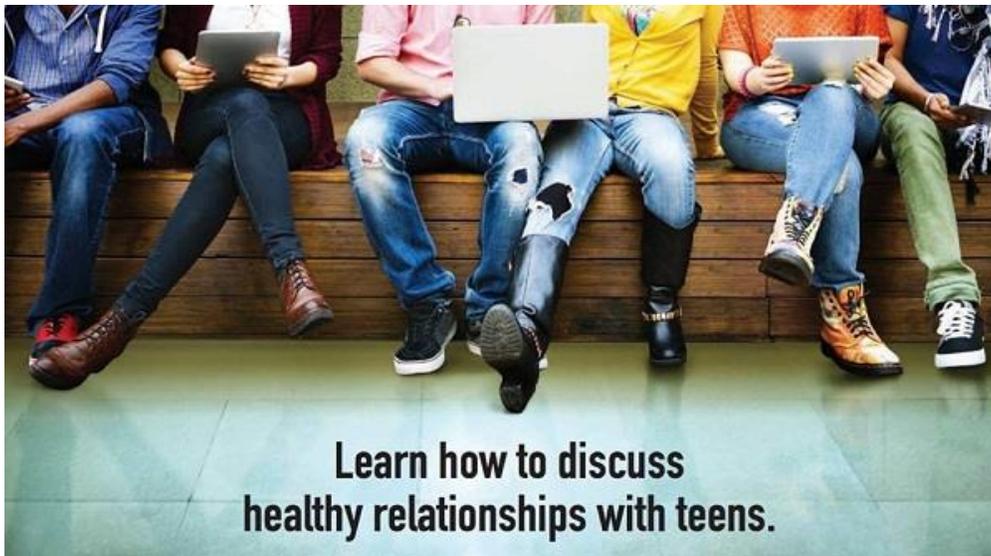
FREE TAX PREP



United Way's *Free Tax Prep* program is helping low-income workers get their taxes done for free and access key tax benefits. In the previous tax season, United Way-trained volunteers prepared tax returns for over 10,000 households. The PA 2-1-1 team played an important role in this success, fielding over 16,000 contacts regarding the tax service and helping over 14,000 people schedule appointments. This year, our tax preparation volunteers, site coordinators and the 2-1-1 team are once again ready to help people keep more of their hard-earned money.

Workers interested in determining their eligibility and scheduling an appointment should call 2-1-1, text 898-211 or visit the 2-1-1 website [HERE](#)

DATING MATTERS



**Learn how to discuss
healthy relationships with teens.**

Dating Matters is an evidence-based training developed by the Centers for Disease Control (CDC) that trains adults to identify healthy vs. unhealthy relationship behaviors among middle and high school students. United Way is offering this one-time training to providers that work with children and young adults. Trainings are free and can be taken online (1 hour) or in-person (2.5 hours) at United Way or on-site at partner agencies. CEU and Act 48 credits are available.

For more information, contact datingmatters@unitedwayswpa.org.

Peoples Corner

5 Tips to Keep Warm by Peoples

Now that winter is in full swing, you're probably more inclined to crank up the heat to keep warm. But before you do, here are a couple of helpful tips to keep your home warmer while saving money on energy.

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