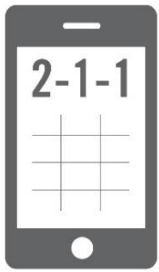


“PA 2-1-1 Southwest found a way to keep my power on when I thought I was out of options.”
- 2-1-1 caller

CONTACT VOLUME



4,497
PHONE CONTACTS

Last month: 7,972
Last year: 4,640



4,520
WEBSITE VISITS

Last month: 4,520
Last year: 5,548



321
CHAT & TEXT

Last month: 296
Last year: 324

NEEDS



2285
UTILITIES



1404
HOUSING



756
INCOME SUPPORT & EMPLOYMENT



367
MATERIAL GOODS



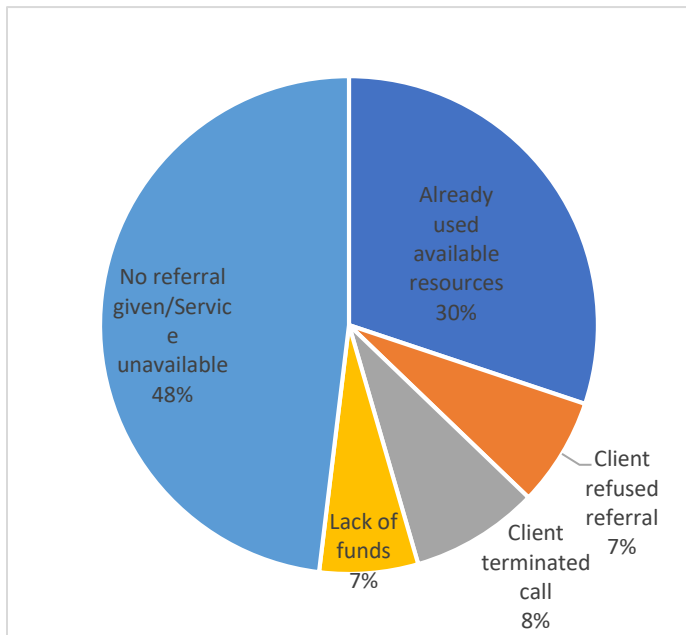
299
FOOD



42
CRIMINAL JUSTICE & LEGAL

If services don't exist to meet a contacts 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



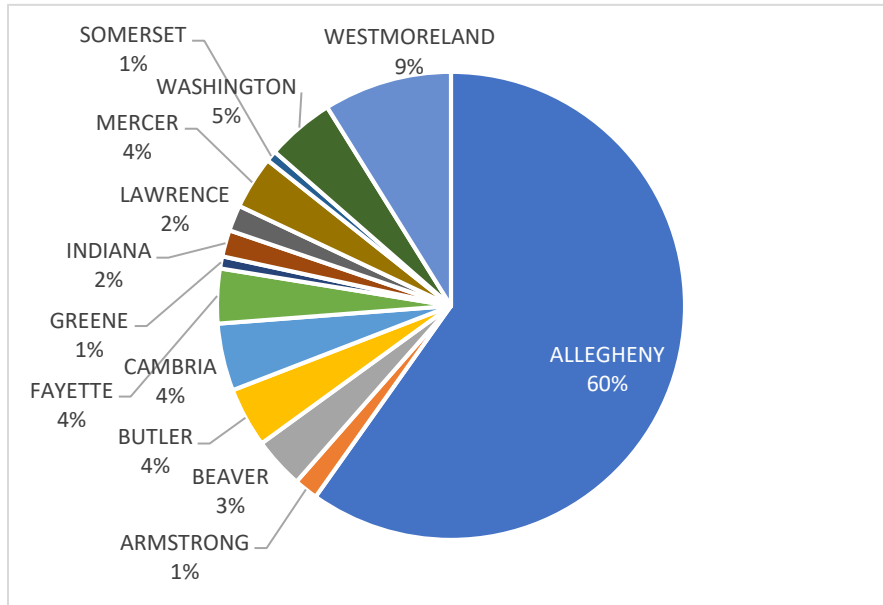
TOP NEEDS

Gas Service Payment Assistance	1049
Electric Service Payment Assistance	931
Undesignated Temporary Financial Assistance	513
Rent Payment Assistance	390
Food Pantries	247
Water Service Payment Assistance	194
Community Shelters	115
Housing Related Coordinated Entry	112

TOP UNMET NEEDS

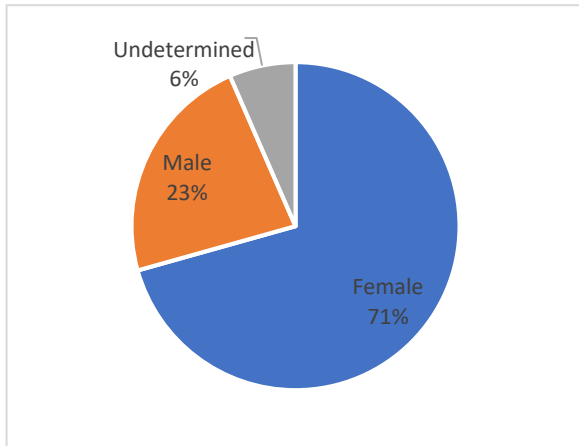
Electric Service Payment Assistance	31
Gas Service Payment Assistance	13
Research	12
Water Service Payment Assistance	8
Rent Payment Assistance	8
Sewer Service Payment Assistance	7
Transitional Housing/Shelter	5
Community Shelters	5

CONTACTS BY COUNTY

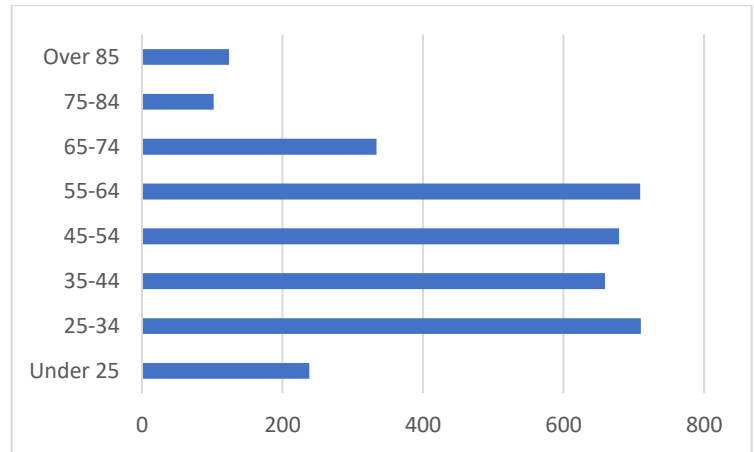


DEMOGRAPHICS

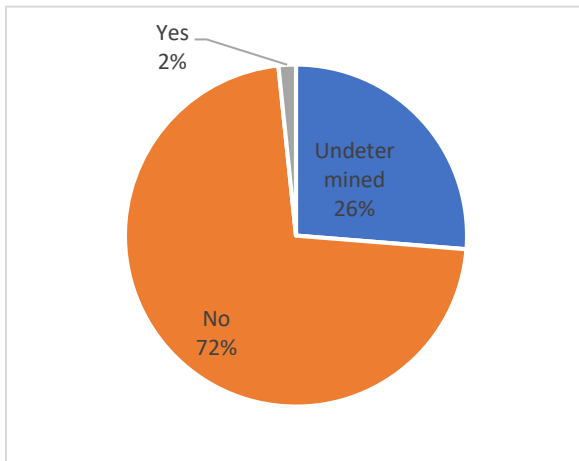
GENDER



AGE



MILITARY STATUS



TOP ZIP CODES

15221	193
12345	186
15235	161
15212	141
15210	131
15206	129
15132	103
15120	99
16001	96
15222	95

2-1-1 Thanks Our Sponsors



TOP REFERRALS	
St. Vincent de Paul Tangible Aid	701
Community Human Services Corporation - One Time Assistance for Utility Arrears	493
Community Human Service Corporation - Home Matters Coalition	456
Allegheny County DHS - Allegheny Link	439
Salvation Army - Steel Valley Worship and Service Center	243
\$1 Energy Fund (Dollar Energy Fund)	124
Macedonia Family and Community Enrichment Center - Lifeline	121
Catholic Charities of the Diocese of Greensburg Westmoreland Electric Bill Payment Assistance	115
Greater Pittsburgh Community Food Bank - Food Pantry List	113
Salvation Army - Johnstown Worship and Service Center	112
PA Housing Search Website	108
Catholic Charities of the Diocese of Pittsburgh Washington County	106
Salvation Army - Pittsburgh Homewood/Brushton Worship and Service Center	104
Salvation Army - Pittsburgh North Boroughs Worship and Service Center	98
St. Vincent dePaul Temporary Financial Assistance	92
Catholic Charities of the Diocese of Greensburg Fayette Electric Bill Payment Assistance	89
Salvation Army Western Pennsylvania Division - McKeesport Worship and Service Center	89
Blueprints - Homeless Assistance Program	86
Veterans Leadership Program of Western PA - Financial Assistance	85
Catholic Charities Johnstown Office Temporary Financial Assistance	82
Cornerstone	80
YWCA of Greater Pittsburgh - Women's Impact Network	76
Salvation Army - Pittsburgh Temple Worship and Service Center	75
Peoples Natural Gas - Customer Assistance Referral Evaluation Service (CARES)	74
Center for Community Resources - Utility Assistance	72
Salvation Army - Pittsburgh Westside Worship and Service Center	72

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