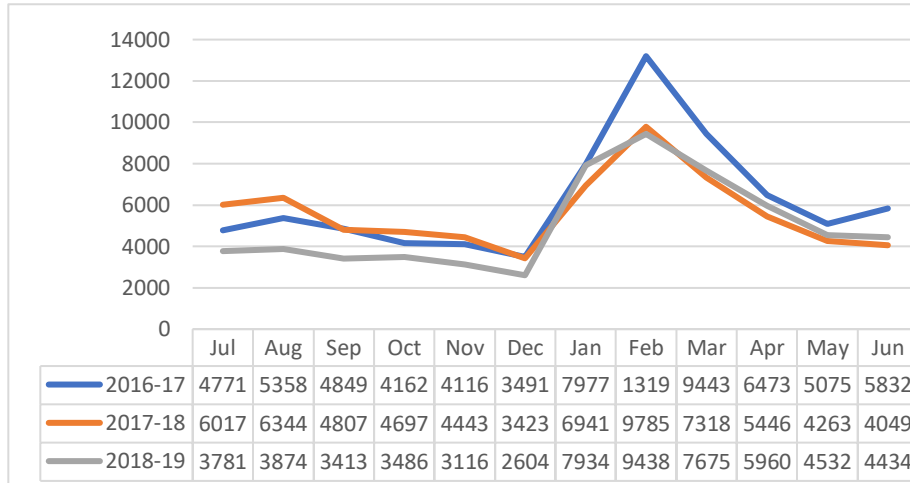
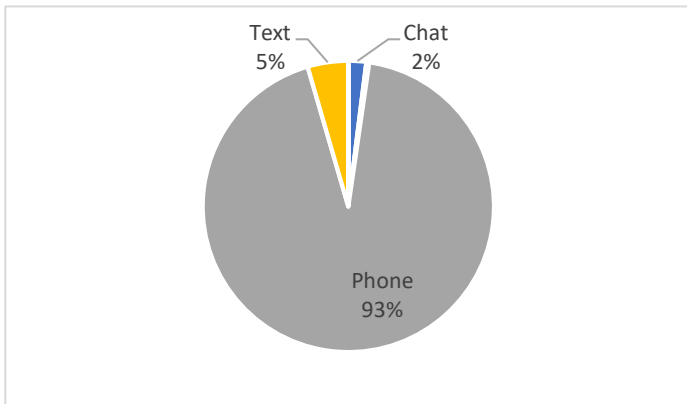


*We called PA 2-1-1 Southwest for help when our resources just couldn't stretch any further.*  
- 2-1-1 caller

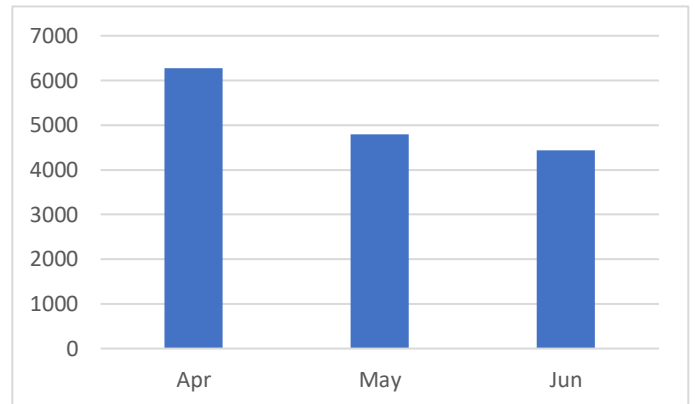
### CONTACT VOLUME



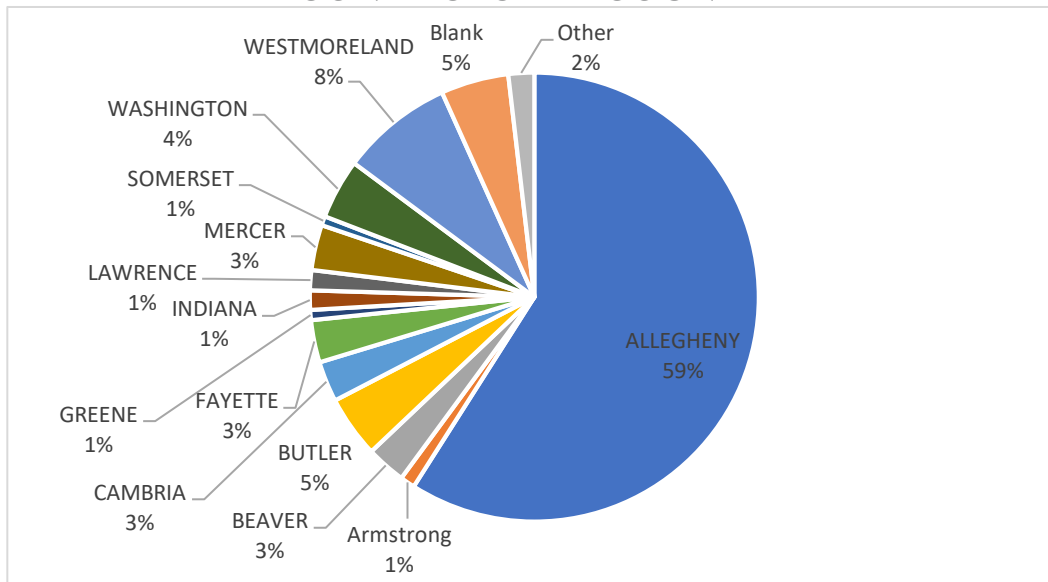
### TYPE OF CONTACT



### CONTACTS BY MONTH



### CONTACTS BY COUNTY



## NEEDS

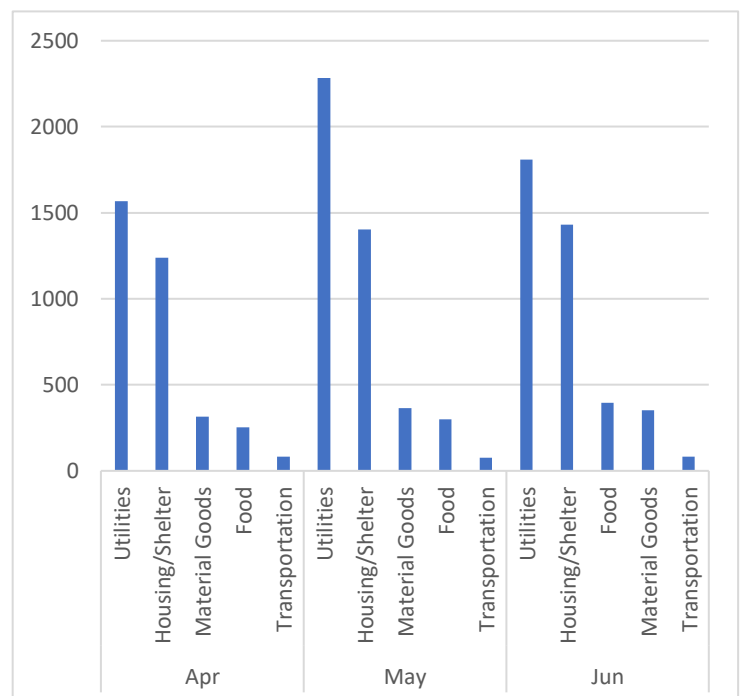
### TOP NEEDS

<b>Consumer Services</b>	<b>1586</b>
VITA Programs	786
Tax Preparation Assistance	344
Online Tax Preparation/E-Filing Sites	302
<b>Income Support &amp; Employment</b>	<b>1473</b>
Temporary Financial Assistance	1143
Temporary Financial Assistance	118
Food Stamps/SNAP	103
<b>Target Populations</b>	<b>569</b>
Homeless Women	158
Veterans	131
Men	86
<b>General Services</b>	<b>546</b>
Specialized Information and Referral	147
Area Agencies on Aging	125
211 Lead Agencies	112
<b>Individual &amp; Family Life</b>	<b>401</b>
Home Maintenance and Minor Repair	155
General Minor Home Repair Programs	108
Errand Running/Shopping Assistance	49
<b>Criminal Justice &amp; Legal Services</b>	<b>330</b>
General Legal Aid	102
Landlord/Tenant Dispute Resolution	88
Legal Counseling	61
<b>Health Care</b>	<b>245</b>
Aging and Disability Resource Centers	110
Community Clinics	48
Health Insurance Information/Counseling	42
<b>Mental Health &amp; Substance Use Disorder</b>	<b>123</b>
Mental Health Crisis Lines	33
Individual Counseling	30
Domestic Violence Hotlines	29
<b>Environment &amp; Public Health/Safety</b>	<b>39</b>
Child Passenger Safety Seats	11
Pest Control Services	10

### BASIC NEEDS

<b>Utilities</b>	<b>5390</b>
Electric Service Payment Assistance	2650
Gas Service Payment Assistance	2236
Water Service Payment Assistance	504
<b>Housing/Shelter</b>	<b>1832</b>
Rent Payment Assistance	1117
Housing Search Assistance	380
Housing Related Coordinated Entry	335
<b>Food</b>	<b>862</b>
Food Pantries	737
Summer Food Service Programs	91
Soup Kitchens	34
<b>Material Goods</b>	<b>445</b>
Furniture	240
General Furniture Provision	138
Diapers	67
<b>Transportation</b>	<b>123</b>
Non-Emergency Medical Transportation	82
Automobile Repair Loans	21
Disability Related Transportation	20

### BASIC NEEDS BY MONTH



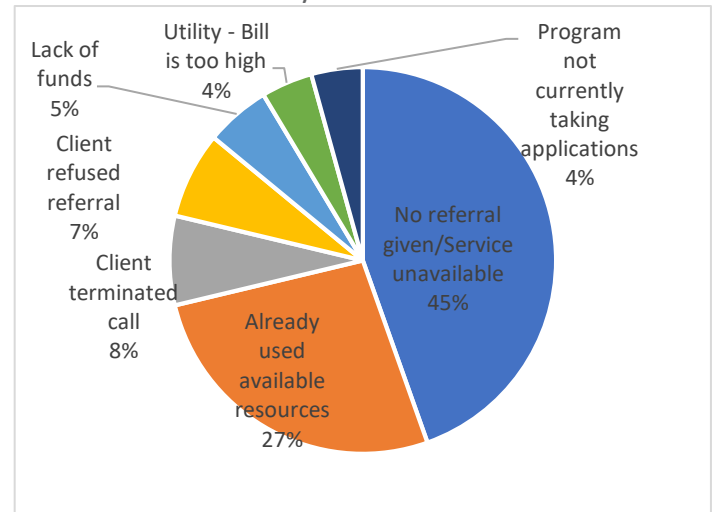
## UNMET NEEDS

### TOP UNMET NEEDS

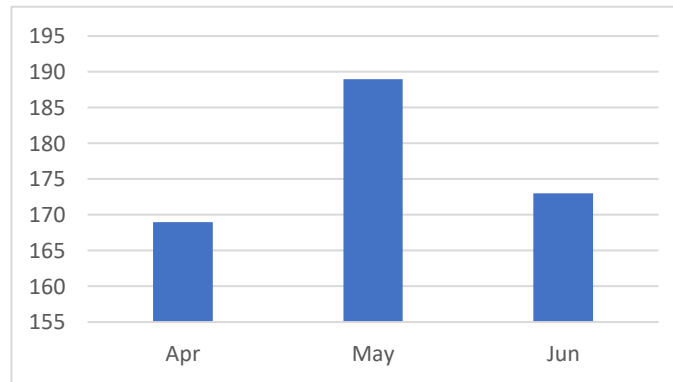
<b>Basic Needs</b>	<b>135</b>
Electric Service Payment Assistance	69
Gas Service Payment Assistance	38
Rent Payment Assistance	28
<b>Consumer Services</b>	<b>54</b>
Tax Preparation Assistance	42
Online Tax Preparation/E-Filing Sites	8
VITA Programs	4
<b>General Services</b>	<b>42</b>
Research	32
Comprehensive Information and Referral	6
Automobile Donation Programs	4
<b>Individual &amp; Family Life</b>	<b>23</b>
Home Maintenance and Minor Repair Services	4
In Home Assistance	3
Youth Enrichment Programs	2

### REASON NEEDS UNMET

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.

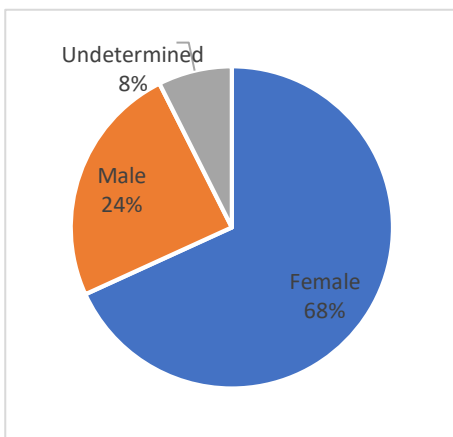


### UNMET NEEDS: MONTHLY COMPARISON

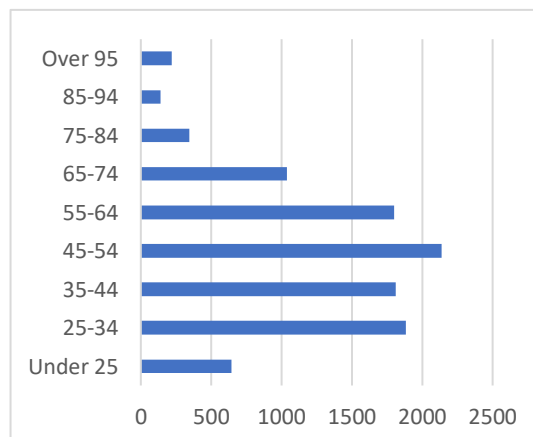


## DEMOGRAPHICS

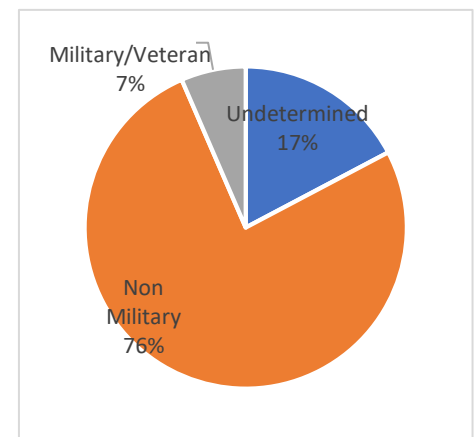
### GENDER



### AGE



### MILITARY STATUS



## PA 2-1-1 SOUTHWEST: Q4 FY 2018-19

TOP REFERRALS	
St. Vincent de Paul Tangible Aid	1682
Allegheny County DHS - Allegheny Link	1402
Community Human Services Corporation - One Time Assistance for Utility Arrears	1236
Community Human Services Corporation - Home Matters Coalition	1120
Salvation Army - Steel Valley Worship and Service Center	619
\$1 Energy Fund ( Dollar Energy Fund )	462
PA Housing Search Website	350
Greater Pittsburgh Community Food Bank - Food Pantry List	342
Catholic Charities of the Diocese of Greensburg Westmoreland Electric Bill Payment Assistance	314
United Way Worldwide - myfreetaxes.com	299
Blueprints - Homeless Assistance Program	284
Catholic Charities of the Diocese of Pittsburgh Washington County	270
Salvation Army - Pittsburgh North Boroughs Worship and Service Center	260
Salvation Army Western Pennsylvania Division - McKeesport Worship and Service Center	260
Catholic Charities of the Diocese of Greensburg Fayette Electric Bill Payment Assistance	254
Just Harvest Tax Assistance - South Side	245
Salvation Army - Pittsburgh Homewood/Brushton Worship and Service Center	240
Center for Community Resources - Utility Assistance	236
Salvation Army - Johnstown Worship and Service Center	220
Cornerstone	216
Veterans Leadership Program of Western PA - Financial Assistance	202
Salvation Army - Pittsburgh Westside Worship and Service Center	196
The Blessing Board - Oakmont	192
St. Vincent dePaul Temporary Financial Assistance	185
Salvation Army - Pittsburgh Temple Worship and Service Center	183
Macedonia Family and Community Enrichment Center - Lifeline	180
Prince of Peace Center - Emergency Services	170
Salvation Army - Washington Worship and Service Center	168
Tax Site Locator	160
Catholic Charities Johnstown Office Temporary Financial Assistance	158
East End Cooperative Ministry Shelter	156
YWCA Greater Pittsburgh Women's Resource Center-Homewood	153
YWCA of Greater Pittsburgh - Women's Impact Network	153
Peoples Natural Gas - Customer Assistance Referral Evaluation Service (CARES)	151
Catholic Charities of the Diocese of Greensburg Westmoreland Gas Bill Payment Assistance	149