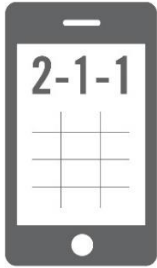


“ I tried to help my family and ended up needing help myself. I’m glad 2-1-1 was there for me. ”
- Recent 2-1-1 caller

CONTACT VOLUME



4,528
PHONE
CONTACTS

Last month: 4,052
Last year: 3,601



5,388
WEBSITE
VISITS

Last month: 4,498
Last year: 4,271



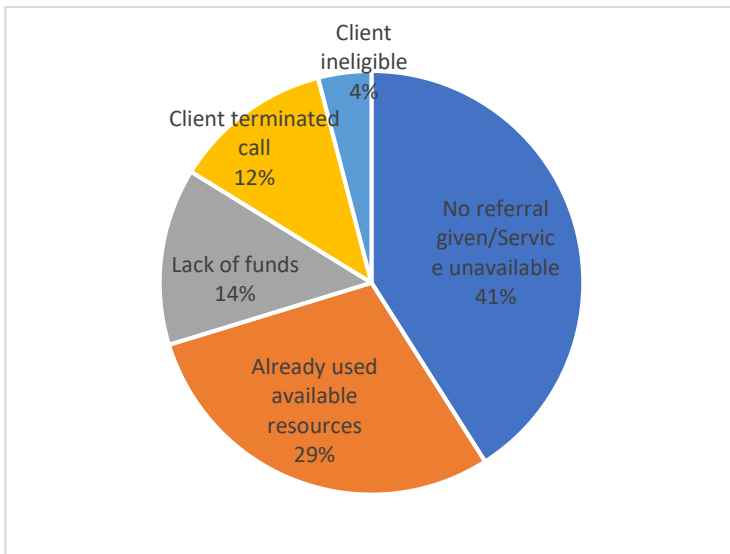
412
CHAT & TEXT

Last month: 365
Last year: 391

NEEDS

1777 UTILITIES	1787 HOUSING	603 INCOME SUPPORT & EMPLOYMENT	466 MATERIAL GOODS	342 FOOD	319 INDIVIDUAL & FAMILY LIFE

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

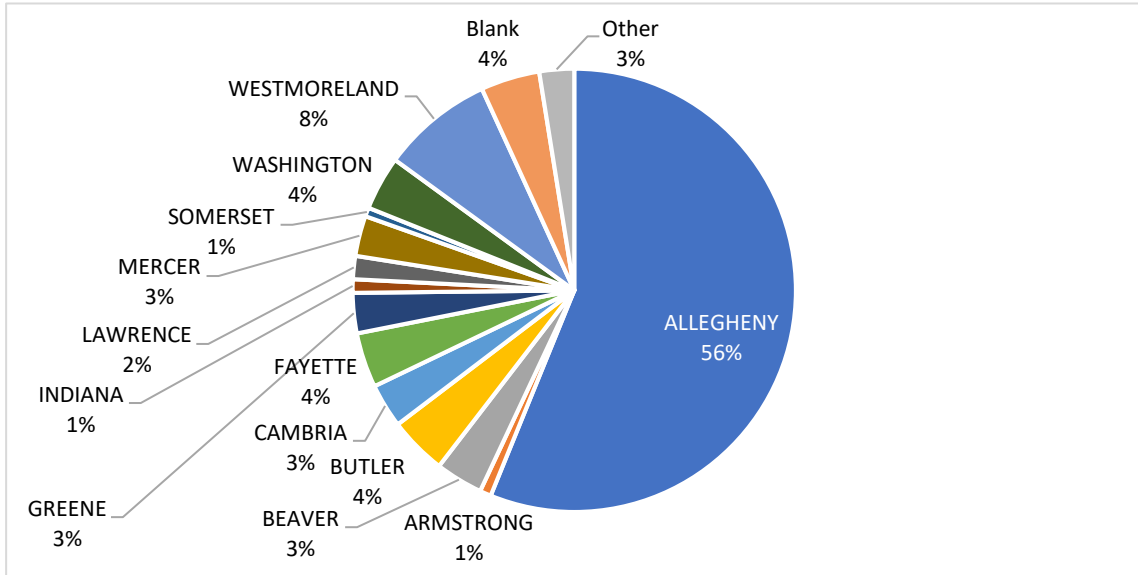
Electric Service Payment Assistance	880
Gas Service Payment Assistance	616
Rent Payment Assistance	503
Undesignated Temporary Financial Assistance	361
Food Pantries	281
Water Service Payment Assistance	195
Housing Related Coordinated Entry	168
Housing Search Assistance	160

TOP UNMET NEEDS

Electric Service Payment Assistance	52
Gas Service Payment Assistance	16
Rent Payment Assistance	13
Research	12
Housing Related Coordinated Entry	10
Water Service Payment Assistance	6
Community Shelters	6
Emergency Shelter Clearinghouses	5

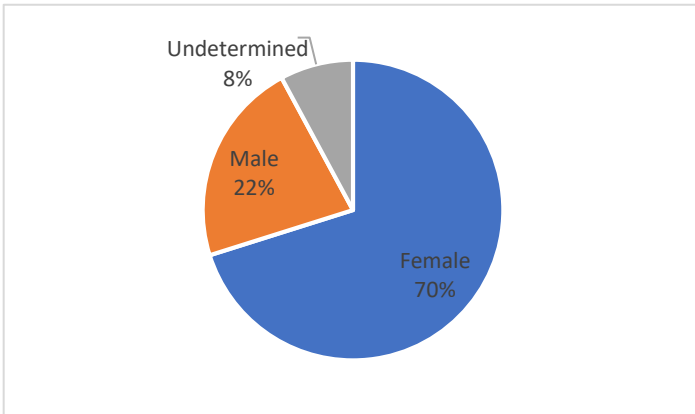
PA 2-1-1 SOUTHWEST: July 2019

CONTACTS BY COUNTY

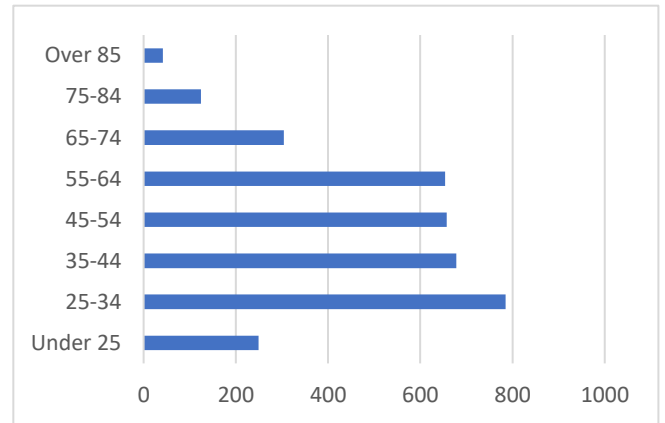


DEMOGRAPHICS

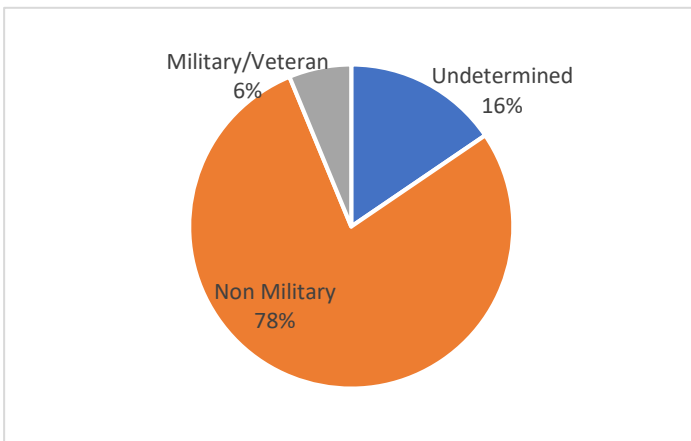
GENDER



AGE



MILITARY STATUS



TOP ZIP CODES

Zip	Count	Zip	Count
12345	214	15235	122
15221	187	15219	119
15210	149	16001	110
15212	139	15206	109
15132	124	15401	97

2-1-1 Thanks Our Sponsors



PA 2-1-1 SOUTHWEST: July 2019

TOP REFERRALS	
Allegheny County DHS - Allegheny Link	622
St. Vincent de Paul Tangible Aid	559
Community Human Services Corporation - Home Matters Coalition	459
Community Human Services Corporation - One Time Assistance for Utility Arrears	382
Salvation Army - Steel Valley Worship and Service Center	209
PA Housing Search Website	161
Greater Pittsburgh Community Food Bank - Food Pantry List	119
Greene County United Way - Stuff the Bus	115
Blueprints - Homeless Assistance Program	106
Catholic Charities of the Diocese of Greensburg Westmoreland Electric Bill Payment Assistance	97
Salvation Army - Pittsburgh North Boroughs Worship and Service Center	96
Salvation Army Western Pennsylvania Division - McKeesport Worship and Service Center	95
US Housing and Urban Development (HUD)- Pittsburgh Field Office	85
The Blessing Board - Oakmont	84
Center for Community Resources - Utility Assistance	79
Cornerstone	78
Veterans Leadership Program of Western PA - Financial Assistance	76
Salvation Army - Pittsburgh Homewood/Brushton Worship and Service Center	76
Salvation Army - Pittsburgh Westside Worship and Service Center	75
Salvation Army - Pittsburgh Temple Worship and Service Center	74
ACTION-Housing - Housing Connector	66
Salvation Army - Johnstown Worship and Service Center	66
East End Cooperative Ministry Shelter	63
Catholic Charities of the Diocese of Pittsburgh Washington County	63
Hosanna Industries	56
Appliance Warehouse	55
St. Vincent de Paul Temporary Financial Assistance	55
Catholic Charities of the Diocese of Greensburg Fayette Electric Bill Payment Assistance	55
Pittsburgh Community Services - Bi-weekly Rental Sheet	50
Catholic Charities of the Diocese of Greensburg Westmoreland Rent Assistance	50
YWCA Greater Pittsburgh Resource Center - Homewood	49
Nazareth Housing Homeowner Assistance Program	49
Catholic Charities of the Diocese of Pittsburgh, Inc. Dollar Energy Assistance	49
Catholic Charities of the Diocese of Pittsburgh, Inc.	47
American Red Cross - Disaster Services	46
Catholic Charities Johnstown Office Temporary Financial Assistance	45
Bethlehem Haven - Emergency Shelter	44
Neighborhood Legal Services Association - Allegheny	42
Westmoreland Community Action - Homeless Services	41
PA Furniture Warehouse	40
YWCA of Greater Pittsburgh - Women's Impact Network	40