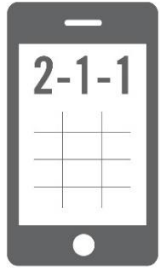


“ I tried to help my family and ended up needing help myself. I'm glad 2-1-1 was there for me. ”
- Recent 2-1-1 caller

CONTACT VOLUME



3,495

PHONE CONTACTS

Last month: 4,528
Last year: 3,670



6,752

WEBSITE VISITS

Last month: 5,388
Last year: 4,646



570

CHAT & TEXT

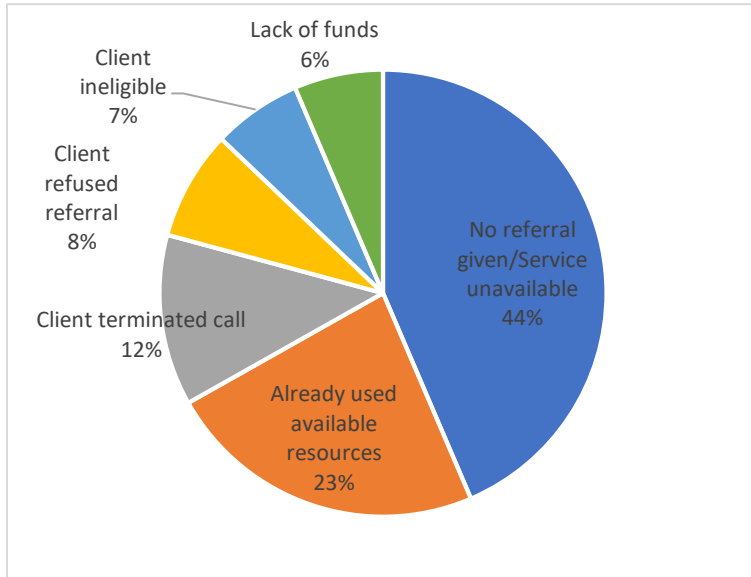
Last month: 412
Last year: 397

NEEDS

1541 UTILITIES	1808 HOUSING	607 INCOME SUPPORT & EMPLOYMENT	515 MATERIAL GOODS	334 FOOD	234 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

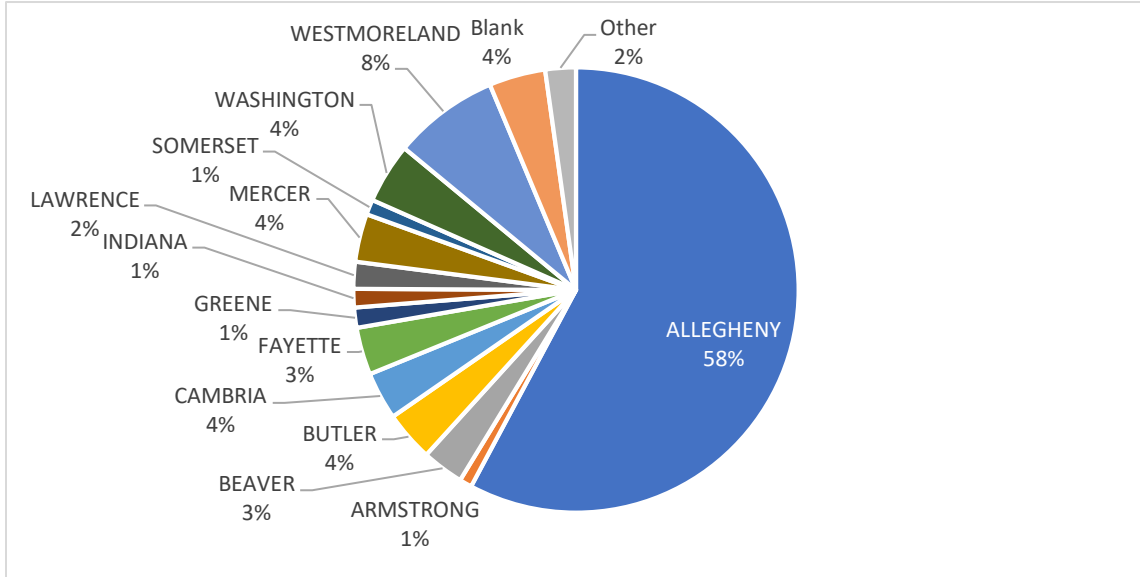
Electric Service Payment Assistance	770
Rent Payment Assistance	527
Gas Service Payment Assistance	485
Undesignated Temporary Financial Assistance	407
Food Pantries	274
Water Service Payment Assistance	197
Housing Related Coordinated Entry	196
Housing Search Assistance	159
School Supplies	158
Community Shelters	135

TOP UNMET NEEDS

Utilities	56
Housing/Shelter	53
Transportation	26
Material Goods	25
Food	13
Legal Services Organizations	12
Individual and Family Support Services	9
Tax Organizations and Services	7
Health Supportive Services	4
Temporary Financial Assistance	4

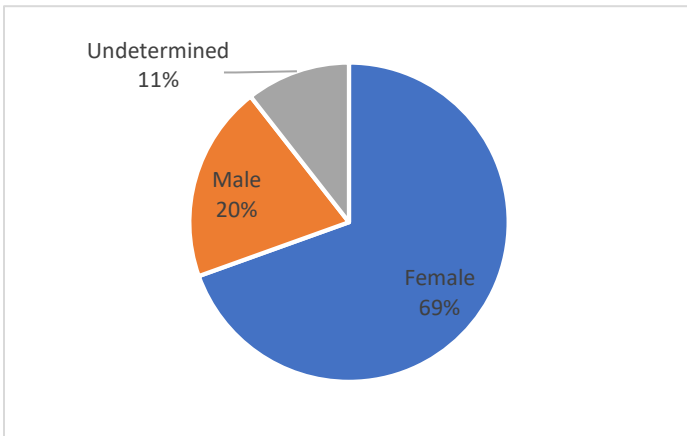
PA 2-1-1 SOUTHWEST: August 2019

CONTACTS BY COUNTY

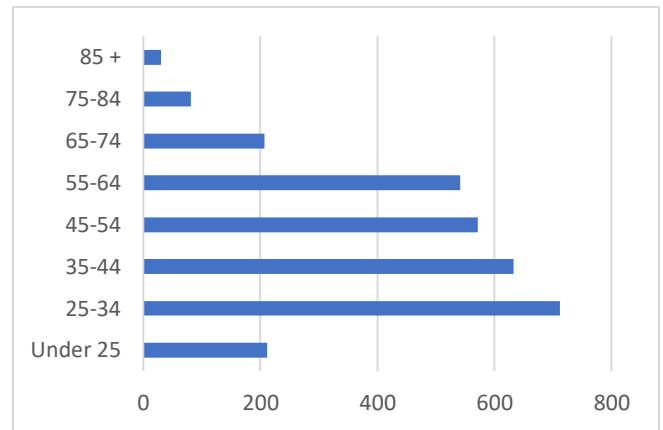


DEMOGRAPHICS

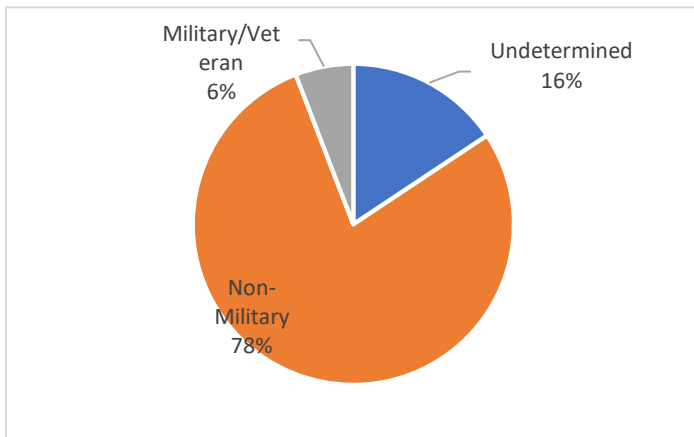
GENDER



AGE



MILITARY STATUS



TOP ZIP CODES

Zip	Count	Zip	Count
15221	162	16001	70
15210	150	15301	68
15132	118	15208	66
15212	115	15214	63
15206	113	15601	56
15219	96	15120	54
15136	90	15068	53
15235	85	15025	53
15104	71	15205	52

2-1-1 Thanks Our Sponsors



PA 2-1-1 SOUTHWEST: August 2019

TOP REFERRALS	
Allegheny County DHS - Allegheny Link	594
St. Vincent de Paul Tangible Aid	519
Community Human Services Corporation - Home Matters Coalition	479
Community Human Services Corporation - One Time Assistance for Utility Arrears	338
Salvation Army - Steel Valley Worship and Service Center	190
PA Housing Search Website	153
Greater Pittsburgh Community Food Bank - Food Pantry List	131
North Hills Community Outreach - Siemer	117
Salvation Army Western Pennsylvania Division - McKeesport Worship and Service Center	111
YWCA of Greater Pittsburgh - Women's Impact Network	90
Salvation Army - Pittsburgh North Boroughs Worship and Service Center	85
US Housing and Urban Development (HUD)- Pittsburgh Field Office	83
The Blessing Board - Oakmont	79
East End Cooperative Ministry Shelter	79
Macedonia Family and Community Enrichment Center - Lifeline	78
Salvation Army - Pittsburgh Westside Worship and Service Center	77
Operation Safety Net - Housing Stabilization Program	76
Salvation Army - Pittsburgh Temple Worship and Service Center	75
Catholic Charities of the Diocese of Greensburg Westmoreland Electric Bill Payment Assistance	70
Pittsburgh Public Schools Back to School Event #WeArePPS	66
ACTION-Housing - Housing Connector	65
Center for Community Resources - Utility Assistance	65
Veterans Leadership Program of Western PA - Financial Assistance	64
Cornerstone	63
Catholic Charities of the Diocese of Pittsburgh Washington County	63
Salvation Army - Pittsburgh Homewood/Brushton Worship and Service Center	62
Pittsburgh Community Services - Bi-weekly Rental Sheet	62
Catholic Charities of the Diocese of Greensburg Fayette Electric Bill Payment Assistance	61
South Hills Interfaith Movement - Smart Investments	58
Salvation Army - Washington Worship and Service Center	57
Catholic Charities of the Diocese of Greensburg Westmoreland Rent Assistance	53
Bethlehem Haven - Emergency Shelter	53
Salvation Army - Johnstown Worship and Service Center	52
Catholic Charities of the Diocese of Pittsburgh, Inc. Dollar Energy Assistance	51
Westmoreland Community Action - Homeless Services	45
Catholic Charities of the Diocese of Pittsburgh, Inc.	45
Prince of Peace Center - Emergency Services	45
Emergency Shelter Allowance (ESA) - Southeast	41
St. Vincent de Paul Temporary Financial Assistance	41
Urban League of Greater Pittsburgh - Emergency Food Assistance (EFA)	41