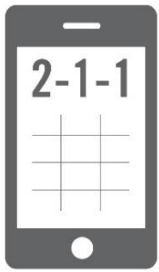


“PA 2-1-1 Southwest helped us find services when we thought we weren’t eligible for assistance.”
- 2-1-1 caller

CONTACT VOLUME



6014
PHONE CONTACTS

Last month: 7972
Last year: 5584



4374
WEBSITE VISITS

Last month: 4520
Last year: 5462



322
CHAT & TEXT

Last month: 296
Last year: 336

NEEDS



TAX ASSISTANCE

1627



UTILITY ASSISTANCE

1540



HOUSING

1224



MATERIAL GOODS

315

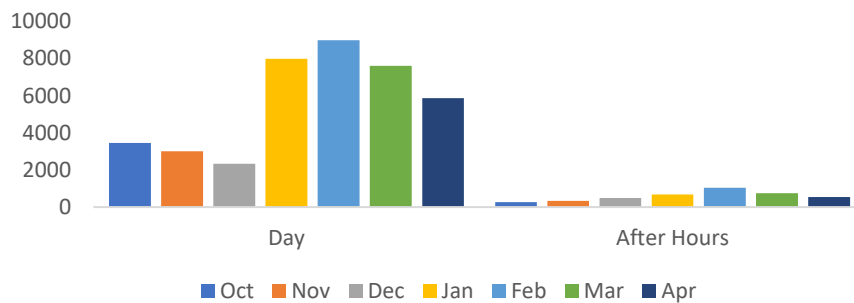


FINANCIAL ASSISTANCE

315

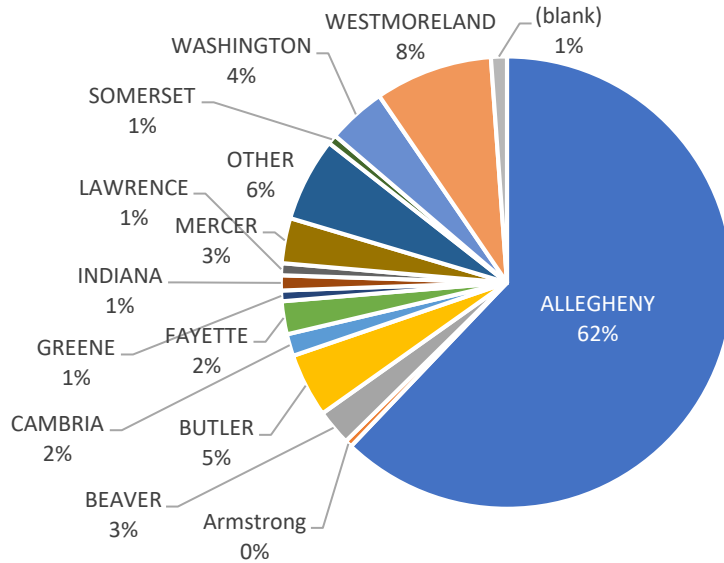
TOP NEEDS

Electric Service Payment Assistance	861
VITA Programs	737
Gas Service Payment Assistance	428
Tax Preparation Assistance	316
Rent Payment Assistance	310
Undesignated Temporary Financial Assistance	273
Online Tax Preparation/E-Filing Sites	262
Food Pantries	208
Water Service Payment Assistance	171
Housing Search Assistance	131
Total Needs	7016



CONTACTS: TIME OF DAY

CONTACTS BY COUNTY



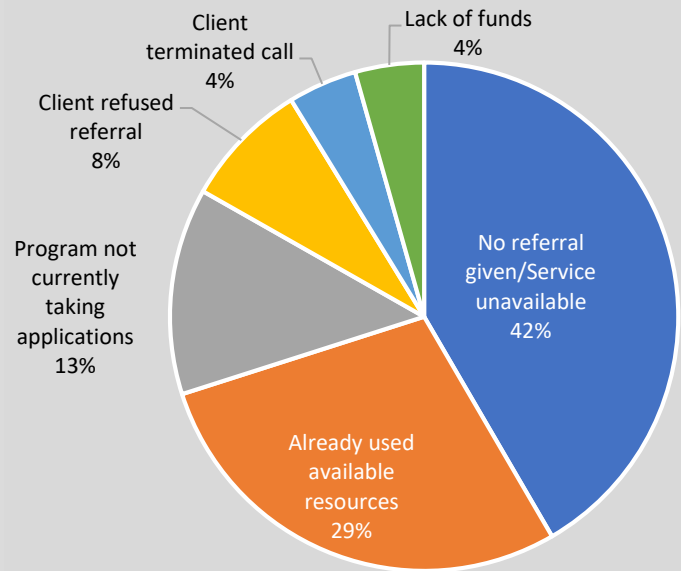
UNMET NEEDS

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.

TOP UNMET NEEDS

Tax Preparation Assistance	42
Electric Service Payment Assistance	17
Rent Payment Assistance	9
Water Service Payment Assistance	7
Gas Service Payment Assistance	7
Undesignated Temporary Financial Assistance	6
Comprehensive Information and Referral Research	5
Online Tax Preparation/E-Filing Sites	4
VITA Programs	3
Total Needs Unmet	165

REASON NEED UNMET

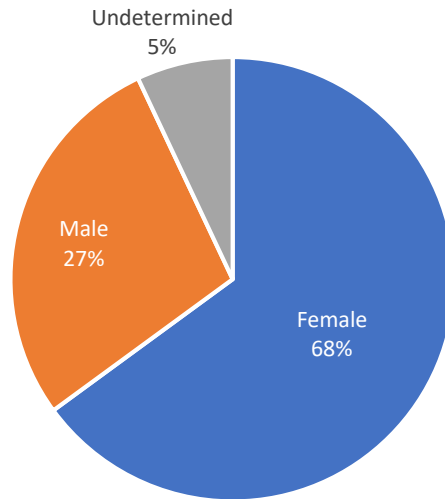


2-1-1 Thanks Our Sponsors

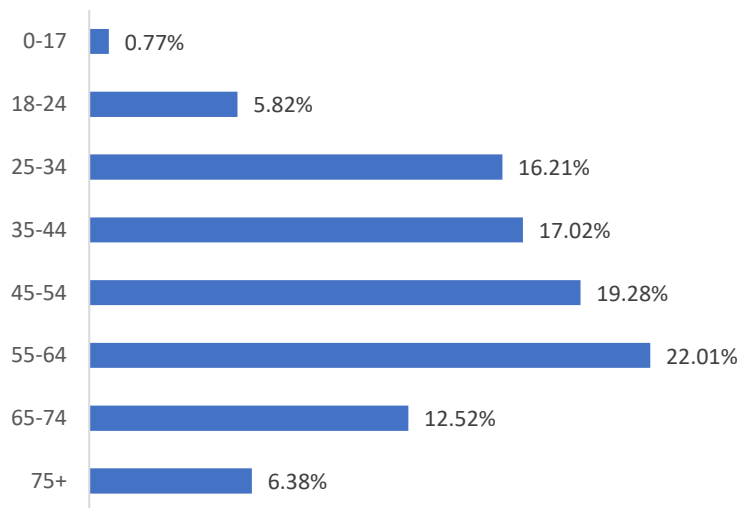


DEMOGRAPHICS

GENDER



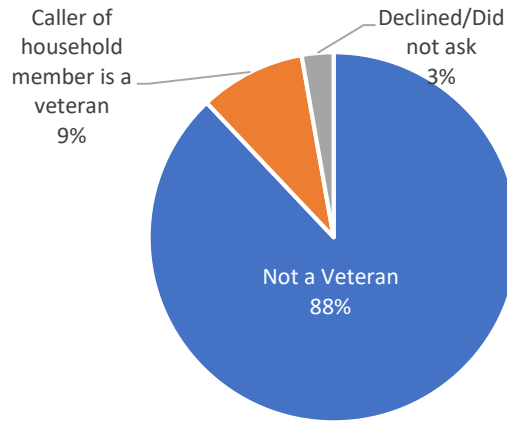
AGE



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MILITARY STATUS



TOP REFERRALS

Allegheny County DHS - Allegheny Link	421
St. Vincent de Paul Tangible Aid	408
Community Human Services Corporation - One Time Assistance for Utility Arrears	345
\$1 Energy Fund (Dollar Energy Fund)	293
United Way Worldwide - myfreetaxes.com	271
Just Harvest Tax Assistance - South Side	245
Community Human Service Corporation - Home Matters Coalition	233
Tax Site Locator	160
Salvation Army - Steel Valley Worship and Service Center	141
PA Housing Search Website	116
Catholic Charities of the Diocese of Greensburg Westmoreland Electric Bill Payment Assistance	108
US Internal Revenue Service (IRS) - Pittsburgh	93
Greater Pittsburgh Community Food Bank - Food Pantry List	87
Catholic Charities of the Diocese of Pittsburgh Washington County	86
Salvation Army Western Pennsylvania Division - McKeesport Worship and Service Center	78
Blueprints - Homeless Assistance Program	77
Catholic Charities of the Diocese of Greensburg Fayette Electric Bill Payment Assistance	74
Salvation Army - Pittsburgh North Boroughs Worship and Service Center	72
Cornerstone	72
YMCA - Hazelwood Tax Help	68
The Blessing Board - Oakmont	64
Just Harvest Tax Assistance - Bedford Hope Center	64
Center for Community Resources - Utility Assistance	61
Salvation Army - Washington Worship and Service Center	59

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PA 2-1-1 SOUTHWEST: April 2019

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