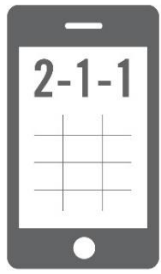


“ PA 2-1-1 Southwest found a way to keep my power on when I thought I was out of options. ”
- 2-1-1 caller

CONTACT VOLUME



4,052
PHONE
CONTACTS

Last month: 4,497
Last year: 3,886



4,498
WEBSITE
VISITS

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



365
CHAT & TEXT

Last month: 321
Last year: 365

NEEDS



1808
UTILITIES



1431
HOUSING



565
INCOME SUPPORT
& EMPLOYMENT



352
MATERIAL
GOODS



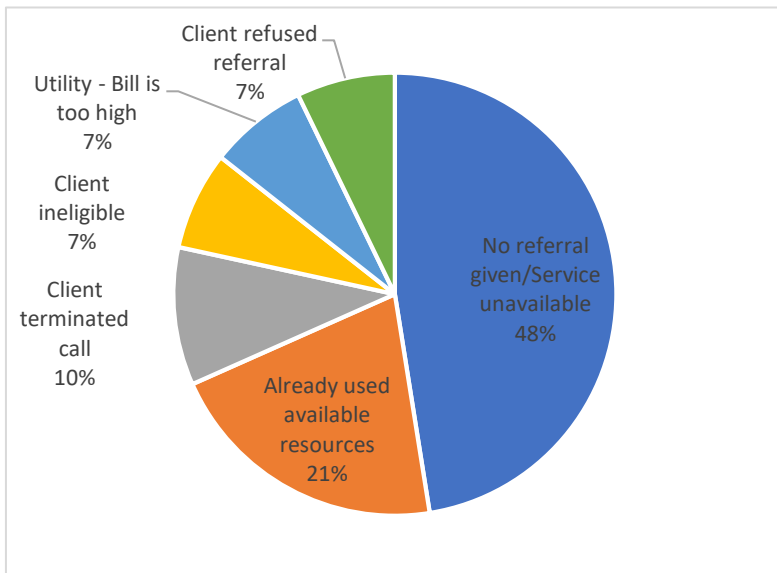
395
FOOD



198
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



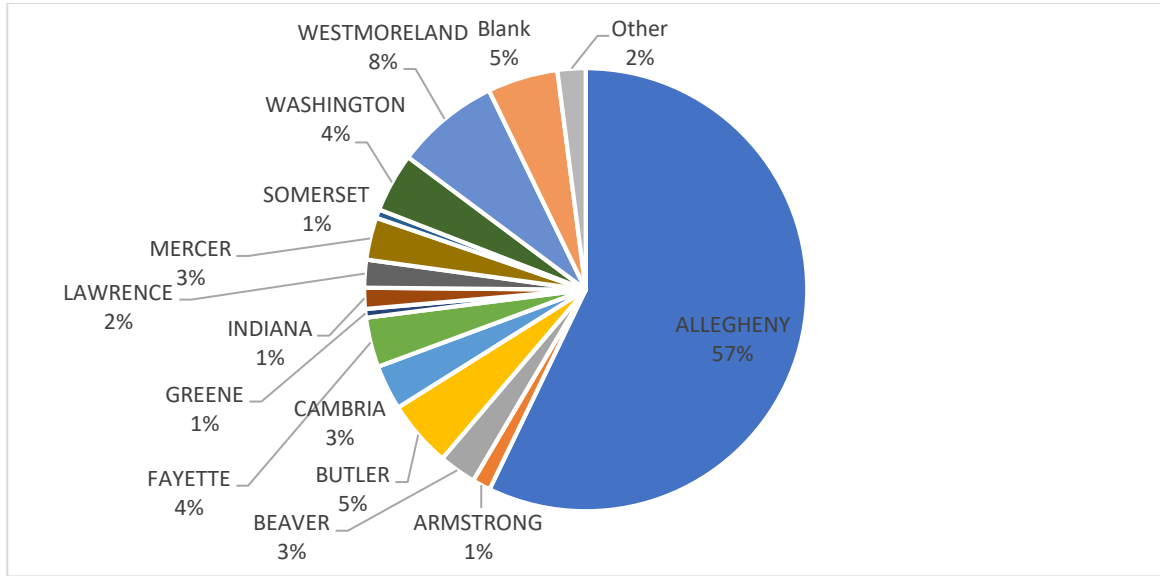
TOP NEEDS

Electric Service Payment Assistance	846
Gas Service Payment Assistance	752
Rent Payment Assistance	408
Undesignated Temporary Financial Assistance	352
Food Pantries	275
Housing Search Assistance	140
Water Service Payment Assistance	135
Housing Related Coordinated Entry	123

TOP UNMET NEEDS

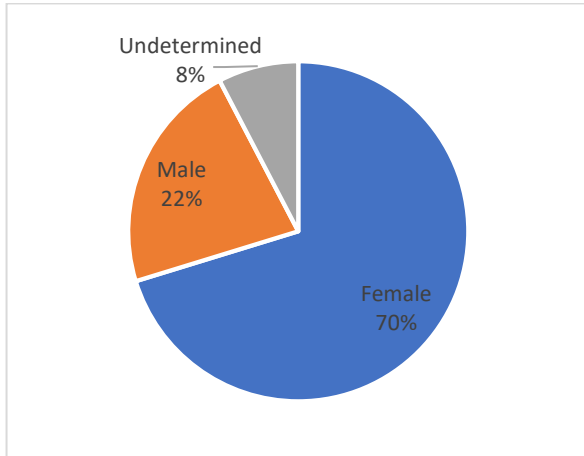
Electric Service Payment Assistance	21
Gas Service Payment Assistance	16
Research	15
Rent Payment Assistance	12
Food Pantries	4
Rental Deposit Assistance	4
Housing Related Coordinated Entry	3
Moving Expense Assistance	3

CONTACTS BY COUNTY

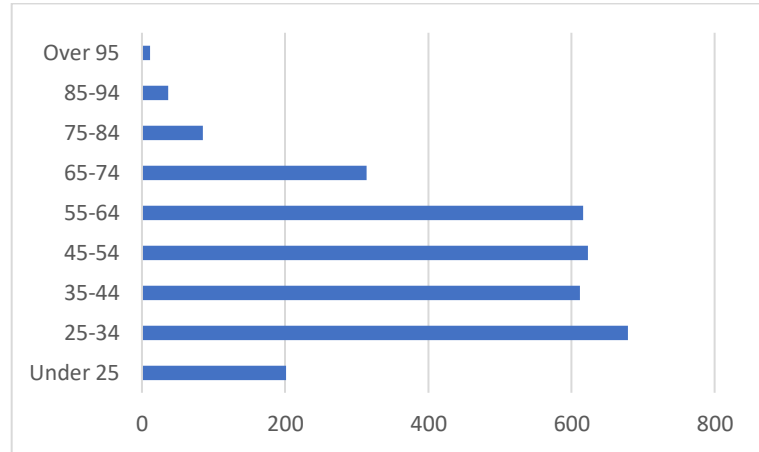


DEMOGRAPHICS

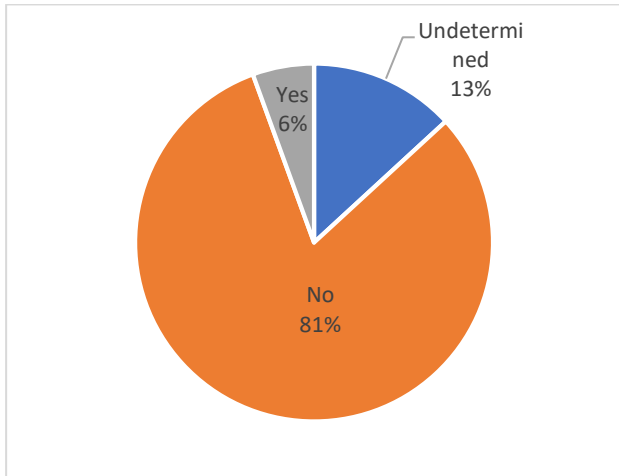
GENDER



AGE



MILITARY STATUS



TOP ZIP CODES

12345	222
15221	202
15210	137
16001	122
15212	117
15219	109
15132	104
15206	103
15235	101
15120	76

2-1-1 Thanks Our Sponsors



TOP REFERRALS	
St. Vincent de Paul Tangible Aid	575
Allegheny County DHS - Allegheny Link	542
Community Human Service Corporation - Home Matters Coalition	431
Community Human Services Corporation - One Time Assistance for Utility Arrears	398
Salvation Army - Steel Valley Worship and Service Center	235
Greater Pittsburgh Community Food Bank - Food Pantry List	142
PA Housing Search Website	126
Blueprints - Homeless Assistance Program	121
Center for Community Resources - Utility Assistance	103
Salvation Army Western Pennsylvania Division - McKeesport Worship and Service Center	94
Salvation Army - Pittsburgh Homewood/Brushton Worship and Service Center	93
Catholic Charities of the Diocese of Greensburg Fayette Electric Bill Payment Assistance	92
Catholic Charities of the Diocese of Greensburg Westmoreland Electric Bill Payment Assistance	91
Salvation Army - Pittsburgh North Boroughs Worship and Service Center	90
Catholic Charities of the Diocese of Pittsburgh Washington County	78
Salvation Army - Pittsburgh Westside Worship and Service Center	72
Veterans Leadership Program of Western PA - Financial Assistance	68
Summer Food List 2019	67
East End Cooperative Ministry Shelter	67
The Blessing Board - Oakmont	64
Cornerstone	64
Salvation Army - Johnstown Worship and Service Center	64

2-1-1 Thanks Our Sponsors

