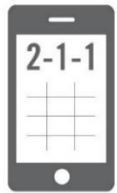


“ I tried to help my family and ended up needing help myself. I’m glad 2-1-1 was there for me. ~ Recent 2-1-1 caller ~ ”

CONTACT VOLUME



116,721
PHONE CONTACT
 Last year: 73,453



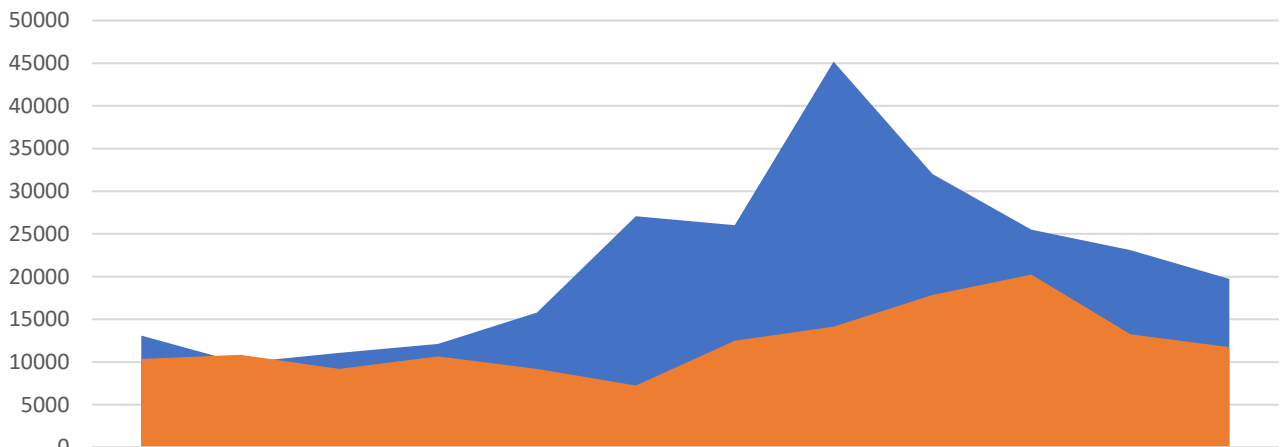
5,930
TEXT CONTACT
 Last year: 5,211



1,916
CHAT CONTACT
 Last year: 1,137



136,159
WEB CONTACT
 Last year: 66,931



	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
■ 2020/2021	13091	9926	11096	12133	15790	27092	26038	45181	32022	25500	23114	19743
■ 2019/2020	10356	10850	9222	10663	9212	7250	12508	14155	17859	20248	13240	11772

TOP NEEDS

SERVICE REQUESTS	2019-20	2020-21
Covid-19 Control	5,880	26,689
Covid-19 Immunization Clinics	0	19,375
Rent Payment Assistance	8,505	14,027
Tax Preparation Assistance	6,478	9,116
Electric Service Payment Assistance	7,496	8,082
Gas Service Payment Assistance	3,990	4,439
Undesignated Temporary Financial Assistance	3,994	3,271
Water Service Payment Assistance	2,457	3,152
Food Pantries	4,351	2,775
Housing Related Coordinated Entry	2,455	2,539
Housing Search Assistance	1,802	2,438
Rental Deposit Assistance	1,309	1,465
Area Agencies on Aging	813	1,398
Comprehensive Information and Referral	924	1,224
Community Shelters	1,300	1,205

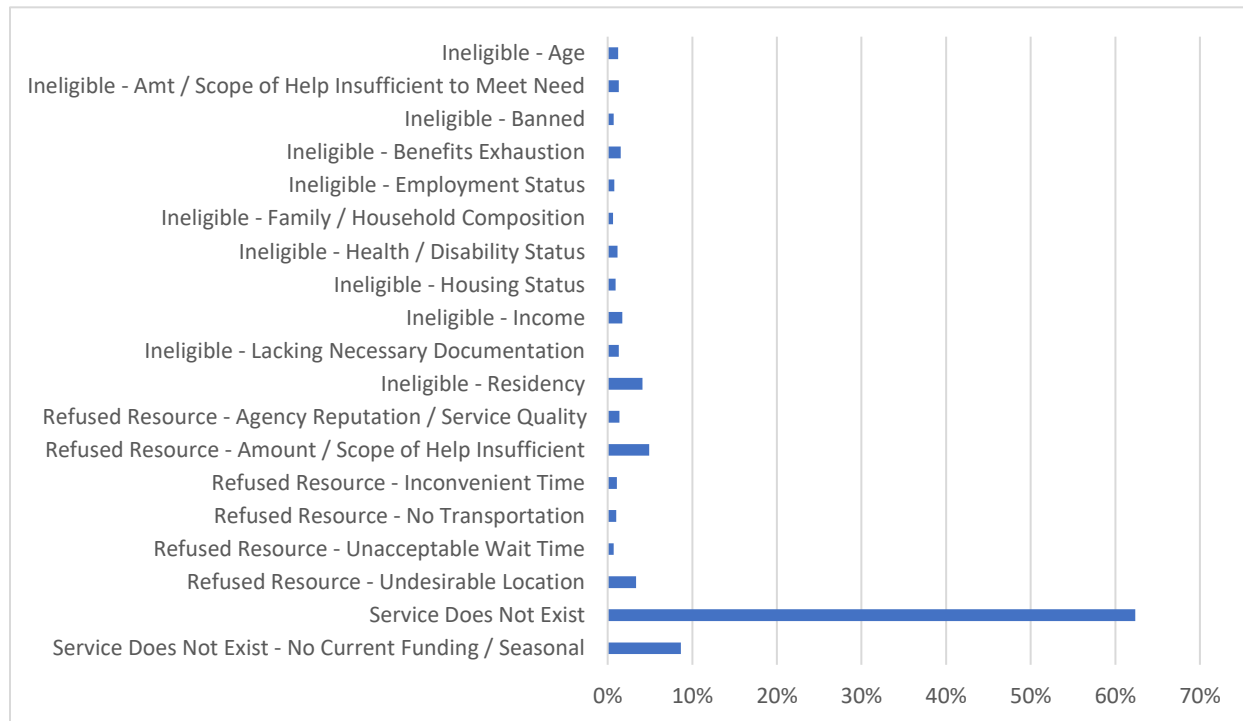
UNMET NEEDS

If services do not 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

Automobile Payment Assistance	65
Sewer Service Payment Assistance	58
Thanksgiving Meals	47
Rent Payment Assistance	45
Tax Preparation Assistance	37
Automotive Repair and Maintenance	33
Property Tax Payment Assistance	31
Automobile Insurance Payment Assistance	30
VITA Programs	27
Electric Service Payment Assistance	26
Homeless Motel Vouchers	24
Holiday Gifts/Toys	23
Motel Bill Payment Assistance	21
Housing Related Coordinated Entry	19
Moving Expense Assistance	18

REASON NEEDS UNMET



Additionally, the following reasons for needs being unmet were reported, but each represents less than 1% of the total:
 Ineligible - Gender
 Ineligible - Offender Status
 Ineligible - Military Discharge Status
 Refused Resource - Cost of Service

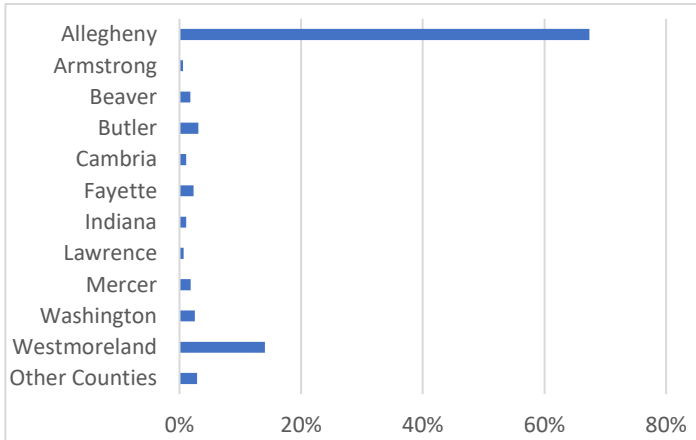
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DEMOGRAPHICS

PERCENT CALLS BY COUNTY

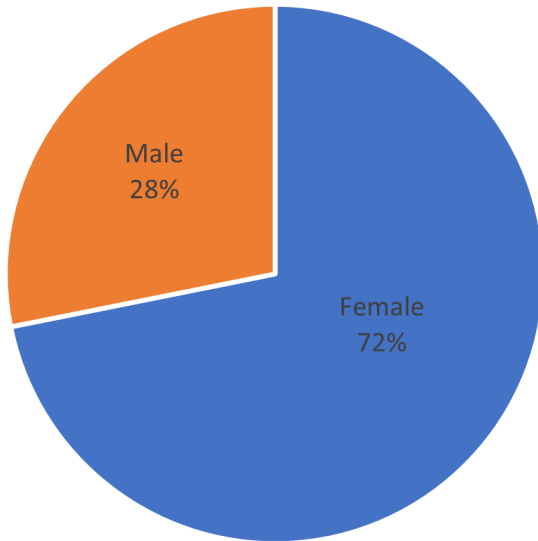


Calls from Greene and Somerset Counties each represent less than 1% of total for Fiscal Year 2020-2021

TOP ZIP CODES

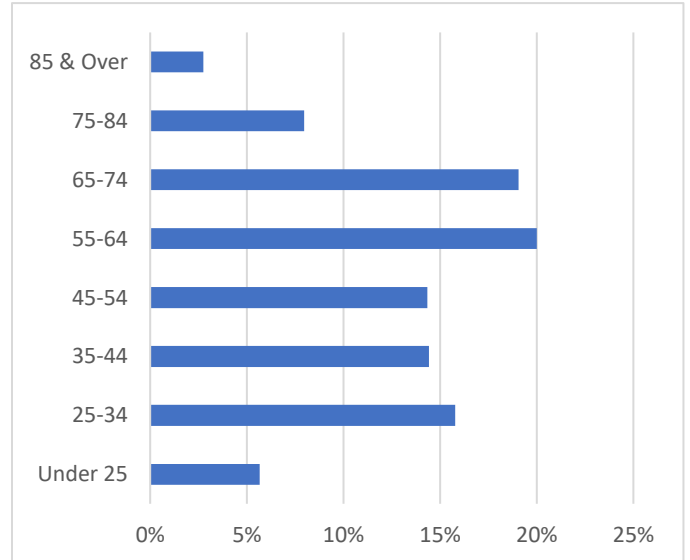
Zip	Count	Zip	Count
15601	4873	15146	1734
15212	3394	15136	1604
15221	3072	15227	1545
15210	2998	15237	1443
15219	2694	15208	1401
15206	2673	15120	1396
15235	2563	16001	1390
15222	2501	15213	1353
15132	2158	15214	1329
15068	1800	15644	1183

GENDER

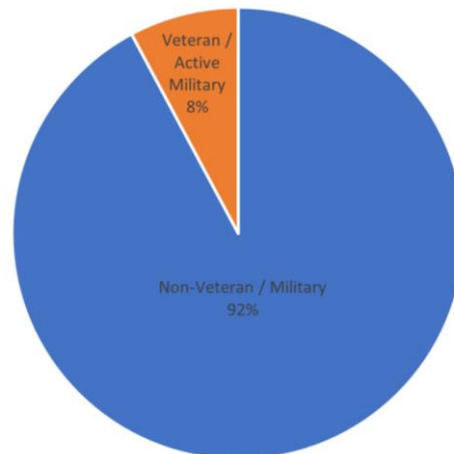


Less than 1% of callers self-reported as Gender Non-Conforming or Transgender during the 2020 - 2021 Fiscal Year

AGE



MILITARY/VETERAN STATUS



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TOP REFERRALS

Allegheny County Health Department - COVID-19 Vaccine Clinics	19,375
Allegheny County Health Department - COVID-19 Control	16,993
Allegheny County DHS - Allegheny Link	4,576
Catholic Charities of the Diocese of Greensburg PA Direct Church Referrals for Rent Assistance	4,567
St. Vincent de Paul Tangible Aid	4,377
Community Human Services Corporation - Home Matters Coalition	4,099
Dollar Energy Fund - Utility Payment Assistance	3,093
Jubilee Association - Social Services	2,306
PA Housing Search Website	2,072
UWSWPA Emergency Basic Needs - COVID-19 Fund Application	2,058
Catholic Charities of the Diocese of Greensburg - Westmoreland Electric Bill Payment Assistance	1,869
Community Human Services Corporation - Housing Assistance Programs	1,707
COVID-19 Resources SW	1,705
Urban Redevelopment Authority of Pittsburgh - Housing Stabilization Program (HSP)	1,697
CARES Assistance - Allegheny County Basic Needs COVID-19 Relief Fund	1,603
Greater Pittsburgh Community Food Bank - Food Pantry List	1,561
Allegheny County Emergency Rental Assistance Program (ERAP)	1,323
LIHEAP - Low Income Home Energy Assistance Program	1,322
Pennsylvania Department of Health, Administrative Entities	1,309
Pennsylvania Housing Finance Agency (PHFA) - CARES Rental and Mortgage Payment Assistance	1,194
Salvation Army - Steel Valley Worship and Service Center	1,143
ACTION-Housing - Search for Properties	1,030
Allegheny County Health Department - Alerts Sign-Up	1,019
Emergency Shelter Allowance (ESA) - Allegheny	974
United Way Worldwide - myfreetaxes.com	922
Emergency Shelter Allowance (ESA) - Southeast	891
Emergency Shelter Allowance (ESA) - Greater Pittsburgh East	854
CDC National Prevention Information Network	829
Neighborhood Legal Services Association - Allegheny	817
Salvation Army - Pittsburgh North Boroughs Worship and Service Center	787
Brashear Association - Utility Assistance - Brashear Center	771
Catholic Charities of the Diocese of Pittsburgh, Inc. - Duquesne Light CAP Office	769
Salvation Army - McKeesport Worship and Service Center	664
Salvation Army - Pittsburgh Westside Worship and Service Center	651
Allegheny Link - Rent Payment Assistance Referral	585
Duquesne Light - Customer Assistance Program	576
Catholic Charities of the Diocese of Greensburg Information and Referral	560
Modest Needs	518
Pittsburgh Community Services - Bi-weekly Rental Sheet	504
CDC, Eviction Prevention Declaration Form - COVID-19	484

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