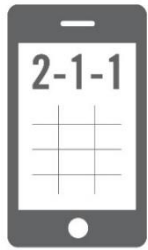


“ PA 2-1-1 SW helps me make the most of my limited resources. ”  
- 2-1-1 caller

## CONTACT VOLUME



**12,322**  
PHONE CONTACTS  
Last month: 9,316  
Last year: 5,570



**12,697**  
WEBSITE VISITS  
Last month: 16,855  
Last year: 3,370



**1,019**  
CHAT & TEXT CONTACTS  
Last month: 921  
Last year: 440

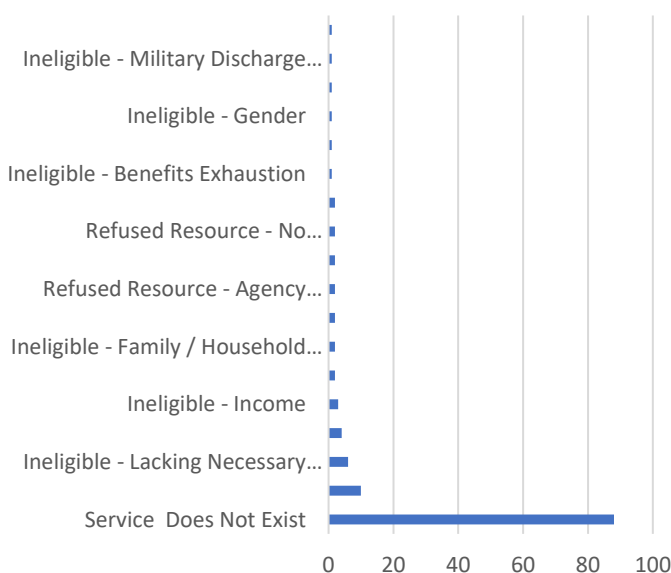
## NEEDS

<b>1549</b> UTILITIES	<b>3374</b> HOUSING	<b>510</b> FOOD	<b>945</b> HEALTH CARE	<b>1416</b> EMPLOYMENT & INCOME	<b>328</b> MATERIAL GOODS

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

NOTE: The Graph below only relates to the Top Unmet Needs shown in the table on the bottom right, and does not relate to the overall needs show under Top Needs.



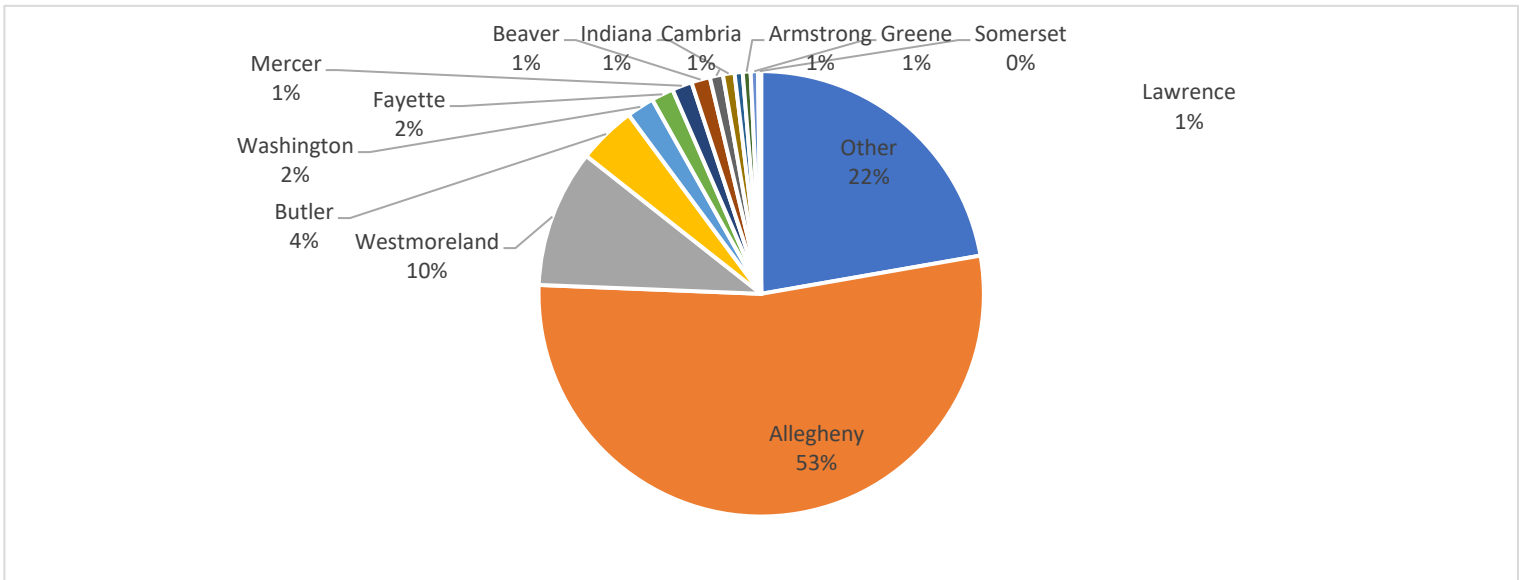
### TOP NEEDS

Rent Payment Assistance	1835
Electric Service Payment Assistance	698
Covid-19 Control	610
VITA Programs	482
Gas Service Payment Assistance	354
Food Pantries	344
Undesignated Temporary Financial Assistance	330
Water Service Payment Assistance	310
Tax Preparation Assistance	305
Housing Search Assistance	256

### TOP UNMET NEEDS

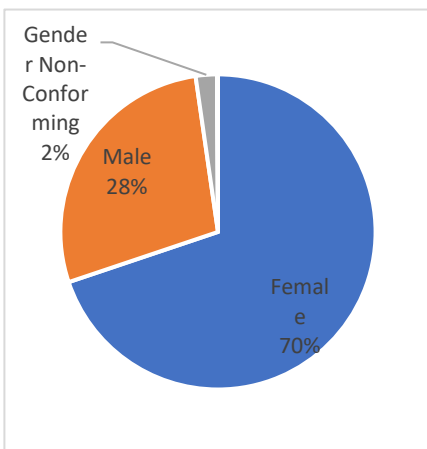
Tax Preparation Assistance	12
Sewer Service Payment Assistance	10
Automobile Payment Assistance	9
VITA Programs	8
Automobile Insurance Payment Assistance	6
Automotive Repair and Maintenance	4
Rent Payment Assistance	4
Homeless Motel Vouchers	3
Motel Bill Payment Assistance	3
Property Tax Payment Assistance	3

# CONTACTS BY COUNTY

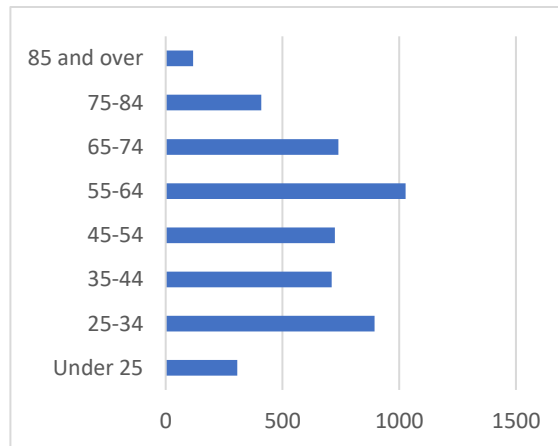


# DEMOGRAPHICS

## GENDER



## AGE



## TOP ZIP CODES

Zip	Count	Zip	Count
15601	465	15068	193
15210	385	15136	169
15212	377	15227	167
15221	326	15208	151
15206	301	15237	146
15132	267	15222	143
15219	258	15214	137
16001	258	15217	129
15235	255	15108	126
15146	204	15202	119

# TOP REFERRALS

Allegheny County DHS - Allegheny Link	717
CARES Assistance - Allegheny County Basic Needs COVID-19 Relief Fund	537
Catholic Charities of the Diocese of Greensburg PA Direct Church Referrals for Rent Assistance	532
St. Vincent de Paul Tangible Aid	518
Community Human Services Corporation - Home Matters Coalition	486
Jubilee Association - Social Services	354
\$1 Energy Fund ( Dollar Energy Fund )	295
Urban Redevelopment Authority of Pittsburgh - Housing Stabilization Program (HSP)	242
LIHEAP - Low Income Home Energy Assistance Program	240
PA Housing Search Website	229

## PA 2-1-1 Southwest: January 2021

Greater Pittsburgh Community Food Bank - Food Pantry List	224
United Way Worldwide - myfreetaxes.com	173
Community Human Services Corporation - Housing Assistance Programs	168
Pennsylvania Department of Health, Administrative Entities	154
Emergency Shelter Allowance (ESA) - Allegheny	139
COVID-19 Control	138
Emergency Shelter Allowance (ESA) - Southeast	126
Catholic Charities of the Diocese of Greensburg Westmoreland Electric Bill Payment Assistance	123
UWSWPA Emergency Basic Needs - COVID-19 Fund Application	123
ACTION-Housing - Search for Properties	120
COVID-19 Resources SW	119
Salvation Army - Steel Valley Worship and Service Center	108
Free Tax Prep	101
Salvation Army - Pittsburgh North Boroughs Worship and Service Center	101
Emergency Shelter Allowance (ESA) - Greater Pittsburgh East	97

