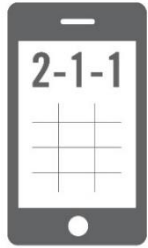


“ PA 2-1-1 SW helps me make the most of my limited resources. ”
- 2-1-1 caller

CONTACT VOLUME



16,239
PHONE CONTACTS
Last month: 9,316
Last year: 8,074



27,651
WEBSITE VISITS
Last month: 12,697
Last year: 3,423



1,237
CHAT & TEXT CONTACTS
Last month: 1,019
Last year: 390

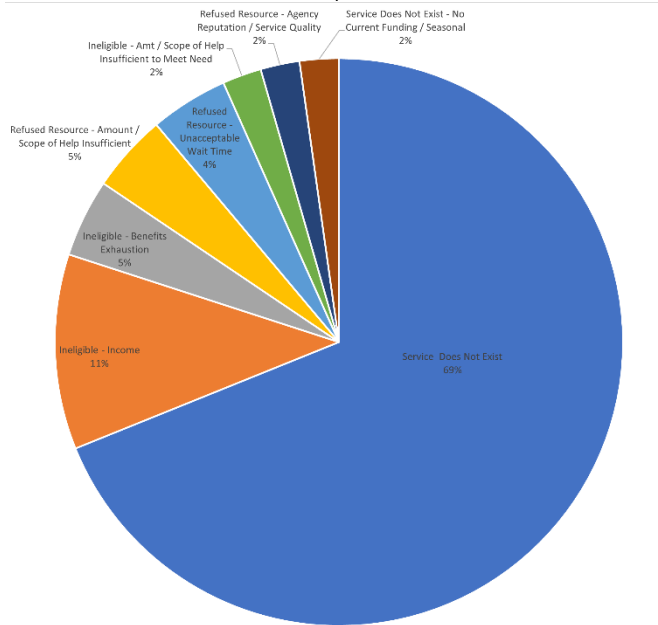
NEEDS

2318 UTILITIES	1798 HOUSING	186 FOOD	10,418 HEALTH CARE	1858 EMPLOYMENT & INCOME	137 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 shown under Top Needs.



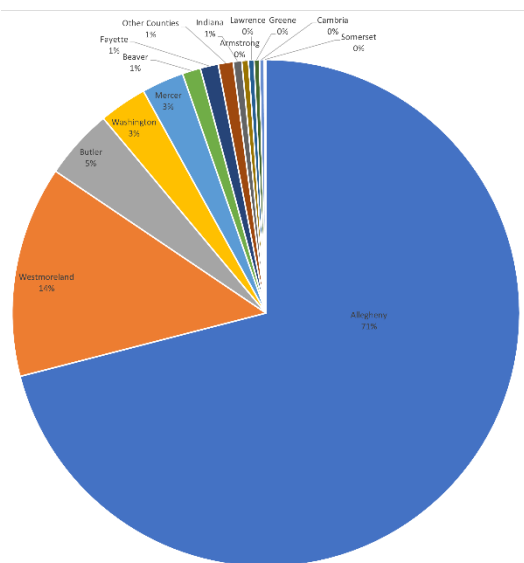
TOP NEEDS

Covid-19 Control	5367
Covid-19 Immunization Clinics	2911
VITA Programs	1264
Rent Payment Assistance	1022
Electric Service Payment Assistance	428
Tax Preparation Assistance	279
Specialized Information and Referral	209
Gas Service Payment Assistance	191
Water Service Payment Assistance	172
Undesignated Temporary Financial Assistance	154

TOP UNMET NEEDS

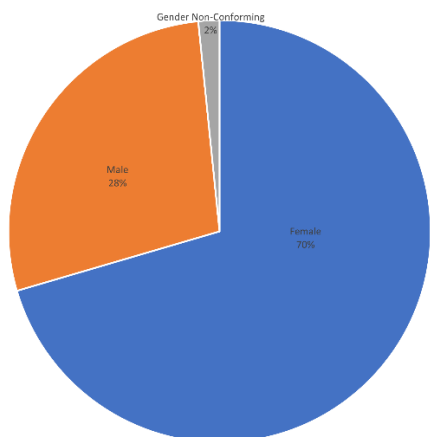
VITA Programs	5
Automobile Payment Assistance	4
Rent Payment Assistance	4
Tax Preparation Assistance	3
AARP Tax Aide Programs	2
Automobile Insurance Payment Assistance	2
Dental Care Expense Assistance	2
Moving Services	2
Sewer Service Payment Assistance	2
Advocacy	1

CONTACTS BY COUNTY

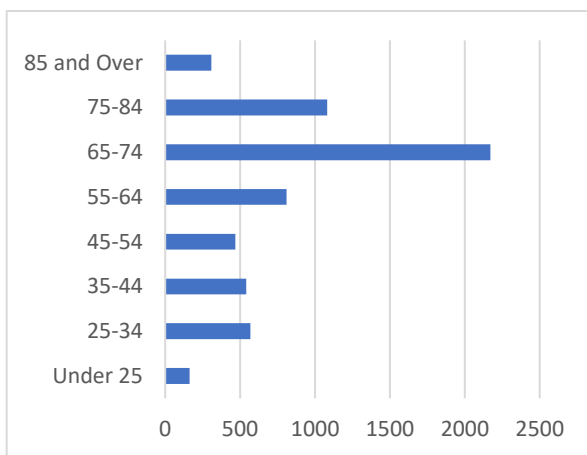


DEMOGRAPHICS

GENDER



AGE



TOP ZIP CODES

Zip	Count	Zip	Count
15601	593	15219	259
15146	512	15642	248
15235	433	16001	238
15221	419	15227	232
15206	381	15239	224
15210	350	15236	219
15212	334	15132	199
15068	291	15217	198
15222	276	15102	187
15237	266	15214	181

TOP REFERRALS

COVID-19 Control	3931
COVID-19 Immunization Clinics	2179
Allegheny County Health Department - COVID-19 Vaccine - Castle Shannon	778
Allegheny County Health Department - COVID-19 Vaccine - Monroeville	421
Catholic Charities of the Diocese of Greensburg PA Direct Church Referrals for Rent Assistance	418
Allegheny County Health Department - COVID-19 Vaccine	412
Allegheny County DHS - Allegheny Link	392
Allegheny County Health Department - Alerts Sign-Up	382
Community Human Services Corporation - Home Matters Coalition	299
St. Vincent de Paul Tangible Aid	279
United Way Worldwide - myfreetaxes.com	214

PA 2-1-1 Southwest: February 2021

TOP REFERRALS (cont'd)	
Just Harvest Tax Assistance - South Side - Hybrid	211
Jubilee Association - Social Services	208
\$1 Energy Fund (Dollar Energy Fund)	158
LIHEAP - Low Income Home Energy Assistance Program	146
Free Tax Prep	135
Catholic Charities of the Diocese of Greensburg Westmoreland Electric Bill Payment Assistance	132
UWSWPA Emergency Basic Needs - COVID-19 Fund Application	122
PA Housing Search Website	115
Human Services Center - Turtle Creek - Tax Assistance - Hybrid	110
Urban Redevelopment Authority of Pittsburgh - Housing Stabilization Program (HSP)	102
Emergency Shelter Allowance (ESA) - Allegheny	95
Pennsylvania Department of Health, Administrative Entities	95
Greater Pittsburgh Community Food Bank - Food Pantry List	94
Community Human Services Corporation - Housing Assistance Programs	92

