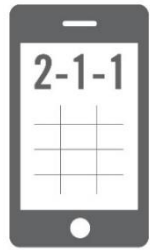


PA 2-1-1 SW helps me make the most of my limited resources.  
- 2-1-1 caller

## CONTACT VOLUME



**16,520**  
PHONE CONTACTS  
Last month: 16,293  
Last year: 8,389



**NEED**  
WEBSITE VISITS  
Last month: 27,651  
Last year: 7,054



**717**  
CHAT & TEXT CONTACTS  
Last month: 1,237  
Last year: 618

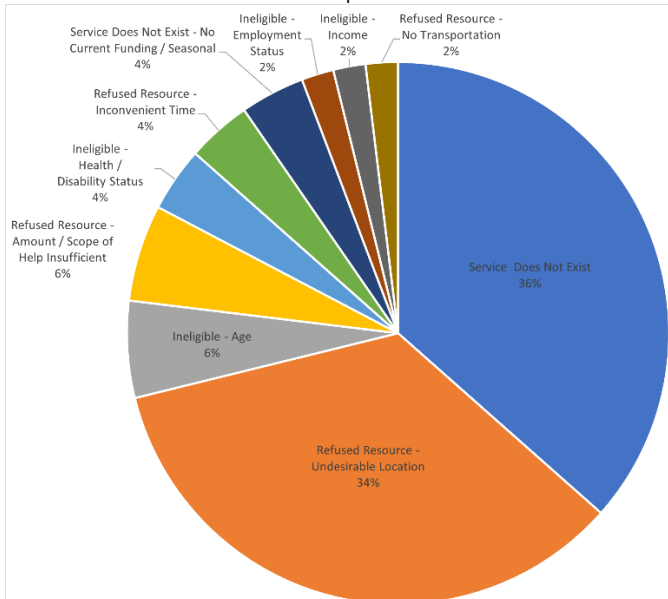
## NEEDS

<b>1,015</b> UTILITIES	<b>1,927</b> HOUSING	<b>129</b> FOOD	<b>7,418</b> HEALTHCARE & COVID-19	<b>1,199</b> EMPLOYMENT & INCOME	<b>114</b> MATERIAL GOODS

If services do not exist to meet a contact'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.

### REASON NEED UNMET

NOTE: The pie chart 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.



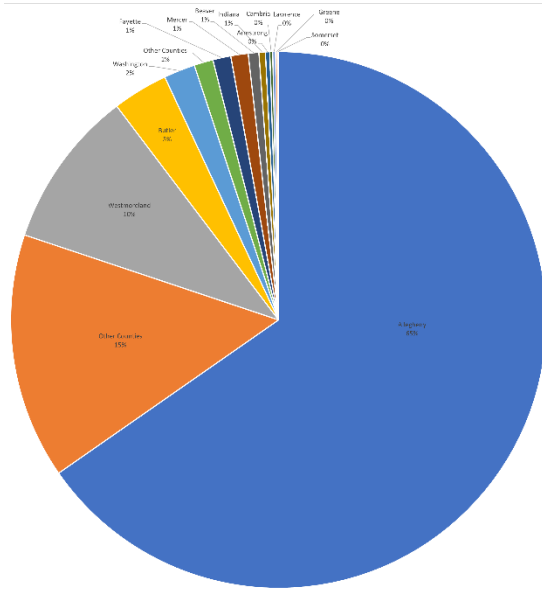
### TOP NEEDS

Covid-19 Control	9856
Covid-19 Immunization Clinics	6536
Rent Payment Assistance	995
VITA Programs	578
Electric Service Payment Assistance	443
Water Service Payment Assistance	211
Gas Service Payment Assistance	190
Tax Preparation Assistance	181
Undesignated Temporary Financial Assistance	146
Specialized Information and Referral	145

### TOP UNMET NEEDS

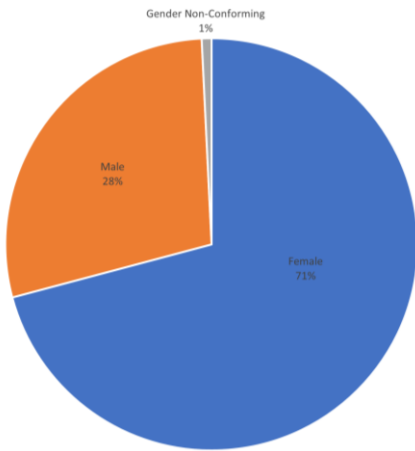
Covid-19 Immunization Clinics	14
VITA Programs	11
Covid-19 Control	6
Tax Preparation Assistance	3
Homeless Motel Vouchers	2
Moving Expense Assistance	2
Moving Services	2
Adapted Vehicles	1
Bus Fare	1
Community Action/Social Advocacy Groups	1

# CONTACTS BY COUNTY

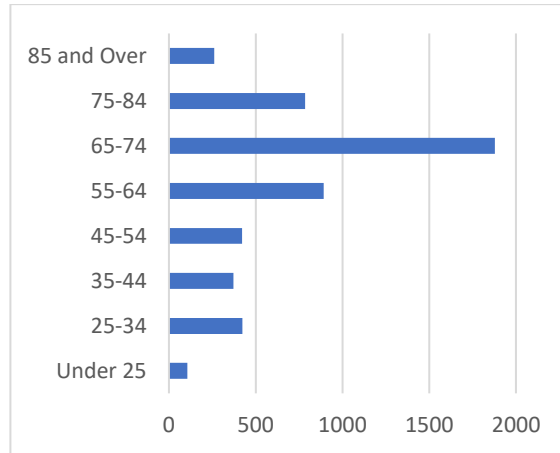


## DEMOGRAPHICS

### GENDER



### AGE



### TOP ZIP CODES

Zip	Count	Zip	Count
15222	594	15234	312
15235	514	15227	290
15601	495	15236	280
15212	436	15068	251
15221	422	15102	251
15237	389	15216	226
15146	357	16001	224
15210	351	15120	208
15206	349	15132	204
15219	325	15213	197

## TOP REFERRALS

Allegheny County Health Department - COVID-19 Control	9856
Allegheny County Health Department - COVID-19 Immunization Clinics*	6536
Allegheny County Health Department - Alerts Sign-Up	512
Catholic Charities of the Diocese of Greensburg PA Direct Church Referrals for Rent Assistance	420
Pennsylvania Department of Health, Administrative Entities	329
Allegheny County DHS - Allegheny Link	302
United Way Worldwide - myfreetaxes.com	261
CARES Assistance - Allegheny County Basic Needs COVID-19 Relief Fund	255

\* Combined numbers for all ACHD Covid-19 Immunization Clinics



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

TOP REFERRALS (cont'd)	
UWSWPA Emergency Basic Needs - COVID-19 Fund Application	229
Community Human Services Corporation - Home Matters Coalition	206
St. Vincent de Paul Tangible Aid	205
UPMC - Vaccination Hotline	164
Catholic Charities of the Diocese of Greensburg Westmoreland Electric Bill Payment Assistance	155
\$1 Energy Fund (Dollar Energy Fund)	150
PA Housing Search Website	143
Allegheny County Health Department - Poison Control - Covid-19 Control and Information Line	135
Jubilee Association - Social Services	124
LIHEAP - Low Income Home Energy Assistance Program	117
Allegheny County Emergency Rental Assistance	99
Community Human Services Corporation - Housing Assistance Programs	98
Urban Redevelopment Authority of Pittsburgh - Housing Stabilization Program (HSP)	82
Emergency Rental Assistance Program	79
Emergency Shelter Allowance (ESA) - Greater Pittsburgh East	75
Free Tax Prep	74
Pennsylvania Department of Health - COVID-19 Vaccine Information	73
CDC National Prevention Information Network	64

