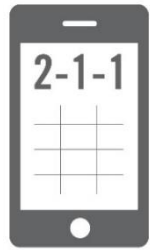


PA 2-1-1 SW helps me make the most of my limited resources.
- 2-1-1 caller

CONTACT VOLUME



12,636
PHONE CONTACTS
Last month: 16,520
Last year: 8,550



7,248
WEBSITE VISITS
Last month: 14,785
Last year: 10,531



455
CHAT & TEXT CONTACTS
Last month: 717
Last year: 1,170

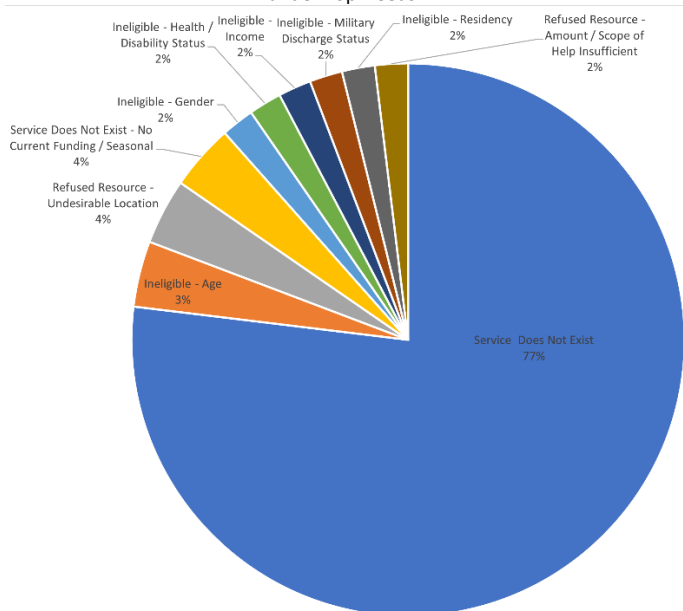
NEEDS

| | | | | | |
|---------------------------|-------------------------|--------------------|--|-----------------------------------|------------------------------|
| | | | | | |
| 1,573 UTILITIES | 2,287 HOUSING | 166 FOOD | 11,208 HEALTHCARE & COVID-19 | 680 EMPLOYMENT & INCOME | 170 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.



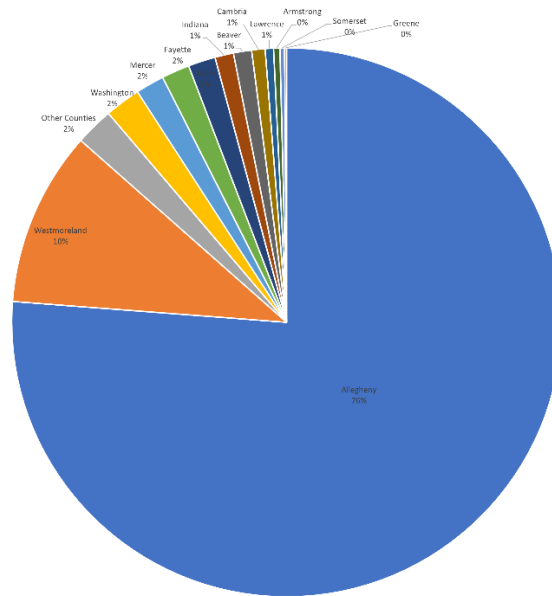
TOP NEEDS

| | |
|---|------|
| Covid-19 Control | 6091 |
| Covid-19 Immunization Clinics | 4934 |
| Rent Payment Assistance | 853 |
| Electric Service Payment Assistance | 776 |
| Gas Service Payment Assistance | 371 |
| Housing Related Coordinated Entry | 246 |
| Water Service Payment Assistance | 225 |
| Housing Search Assistance | 209 |
| Undesignated Temporary Financial Assistance | 204 |
| Community Shelters | 140 |

TOP UNMET NEEDS

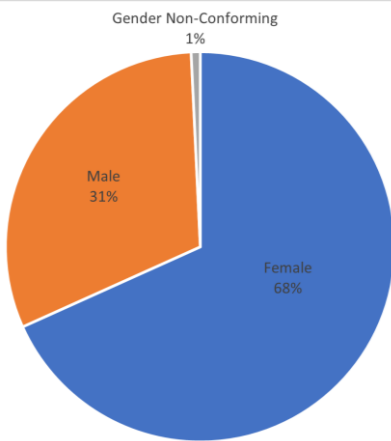
| | |
|--|---|
| Property Tax Payment Assistance | 5 |
| Automobile Payment Assistance | 4 |
| Sewer Service Payment Assistance | 4 |
| Roof Maintenance/Repair | 3 |
| Animal Food/Supplies Donation Programs | 2 |
| 311 | 1 |
| Adult Education | 1 |
| Air Conditioners | 1 |
| Air Fare | 1 |
| Anger Management | 1 |

CONTACTS BY COUNTY

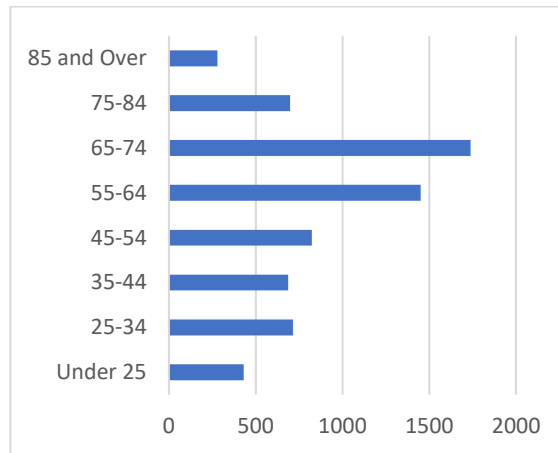


DEMOGRAPHICS

GENDER



AGE



TOP ZIP CODES

| Zip | Count | Zip | Count |
|-------|-------|-------|-------|
| 15222 | 542 | 15237 | 260 |
| 15212 | 363 | 15132 | 237 |
| 15221 | 345 | 15146 | 207 |
| 15219 | 329 | 15227 | 207 |
| 15601 | 314 | 15120 | 176 |
| 15235 | 301 | 15205 | 159 |
| 15210 | 278 | 15202 | 155 |
| 15206 | 270 | 15068 | 149 |
| 15213 | 263 | 15236 | 147 |
| 15234 | 261 | 15136 | 143 |

TOP REFERRALS

| | |
|--|------|
| Allegheny County Health Department - COVID-19 Control | 6091 |
| Allegheny County Health Department - COVID-19 Immunization Clinics* | 4934 |
| Community Human Services Corporation - Home Matters Coalition | 310 |
| Catholic Charities of the Diocese of Greensburg PA Direct Church Referrals for Rent Assistance | 280 |
| LIHEAP - Low Income Home Energy Assistance Program | 259 |
| Allegheny County DHS - Allegheny Link | 242 |
| Saint Vincent dePaul Tangible Aid | 237 |
| \$1 Energy Fund (Dollar Energy Fund) | 230 |

* Combined total for all ACHD Covid-19 Immunization Clinics



PA 2-1-1 Southwest: April 2021

| TOP REFERRALS (cont'd) | |
|---|-----|
| CARES Assistance - Allegheny County Basic Needs COVID-19 Relief Fund | 225 |
| PA Housing Search Website | 201 |
| UWSWPA Emergency Basic Needs - COVID-19 Fund Application | 199 |
| Pennsylvania Department of Health, Administrative Entities | 198 |
| Allegheny County Emergency Rental Assistance Program (ERAP) | 169 |
| Jubilee Association - Social Services | 151 |
| United Way Worldwide - myfreetaxes.com | 151 |
| Allegheny County Emergency Rental Assistance | 146 |
| Catholic Charities of the Diocese of Greensburg Westmoreland Electric Bill Payment Assistance | 144 |
| Community Human Services Corporation - Housing Assistance Programs | 130 |
| United Way Worldwide - LYFT Project | 98 |
| Urban Redevelopment Authority of Pittsburgh - Housing Stabilization Program (HSP) | 96 |
| ACTION-Housing - Search for Properties | 91 |
| Allegheny Link - Homeless Services and Coordinated Entry | 83 |
| Greater Pittsburgh Community Food Bank - Food Pantry List | 74 |
| Emergency Shelter Allowance (ESA) - Allegheny | 70 |
| COVID-19 Resources SW | 69 |
| Catholic Charities of the Diocese of Greensburg - Westmoreland Electric Bill Payment Assistance | 62 |
| Brashear Association - Utility Assistance - Brashear Center | 60 |
| Emergency Shelter Allowance (ESA) - Greater Pittsburgh East | 57 |
| Mercer County Housing Authority - Emergency Rental Assistance Program (ERAP) | 57 |
| Neighborhood Legal Services Association - Allegheny | 54 |

