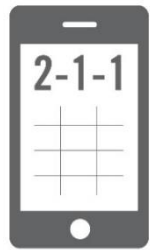


PA 2-1-1 SW helps me make the most of my limited resources.
- 2-1-1 caller

CONTACT VOLUME



8,585
PHONE
CONTACTS
Last month: 12,636
Last year: 6,965



7,947
WEBSITE
VISITS
Last month: 7,248
Last year: 5,606



483
CHAT, TEXT,
& EMAIL
CONTACTS
Last month: 455
Last year: 673

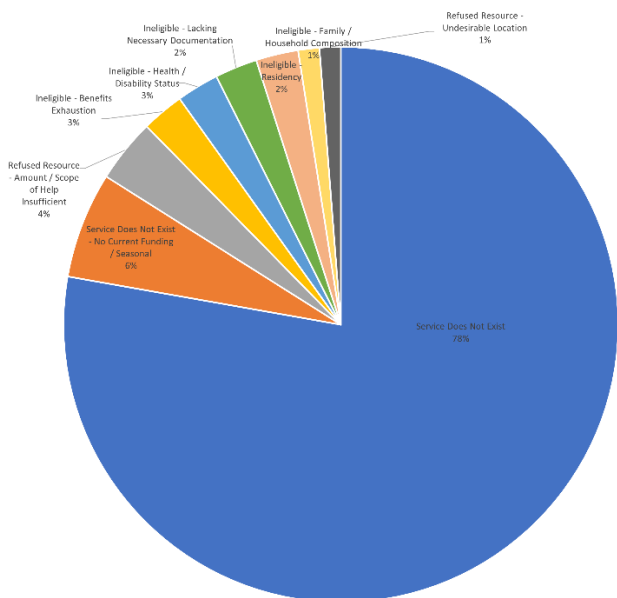
NEEDS

2,284 UTILITIES	2,484 HOUSING	243 FOOD	2,261 HEALTHCARE & COVID-19	533 EMPLOYMENT & INCOME	240 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.



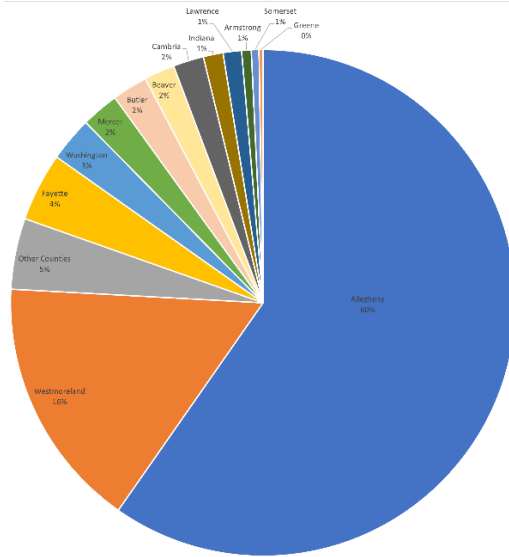
TOP NEEDS

Covid-19 Control	1374
Electric Service Payment Assistance	1132
Rent Payment Assistance	1121
Gas Service Payment Assistance	648
Covid-19 Immunization Clinics	617
Undesignated Temporary Financial Assistance	286
Housing Search Assistance	263
Water Service Payment Assistance	261
Housing Related Coordinated Entry	255
Food Pantries	147

TOP UNMET NEEDS

Sewer Service Payment Assistance	6
Moving Services	4
Automobile Payment Assistance	3
Electric Service Payment Assistance	3
Gas Money	3
Property Tax Payment Assistance	3
Air Conditioners	2
Animal Food/Supplies Donation Programs	2
Automobile Insurance Payment Assistance	2
Automobile Loans	2

CONTACTS BY COUNTY

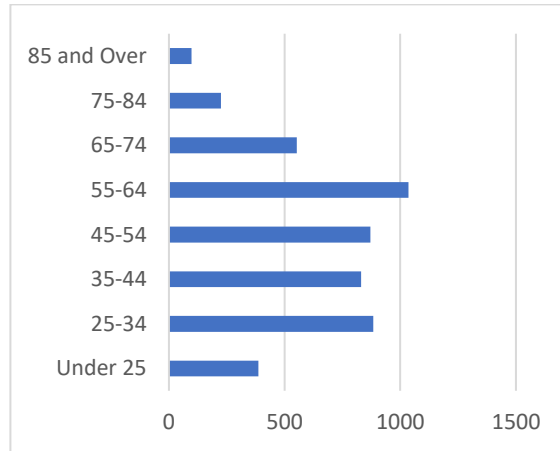
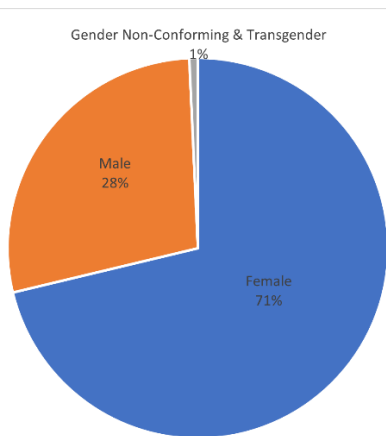


DEMOGRAPHICS

GENDER

AGE

TOP ZIP CODES



Zip	Count	Zip	Count
15601	428	15068	117
15221	229	15650	117
15210	212	15222	109
15219	198	15204	106
15132	195	15208	106
15206	191	15120	104
15235	178	15214	103
15212	173	15227	103
15401	132	15207	93
15136	131	15213	91

TOP REFERRALS

Allegheny County Health Department - COVID-19 Control	1146
UWSWPA Emergency Basic Needs - COVID-19 Fund Application	651
Allegheny County Health Department - COVID-19 Immunization Clinics*	622
Allegheny County Emergency Rental Assistance Program (ERAP)	507
\$1 Energy Fund (Dollar Energy Fund)	437
Catholic Charities of the Diocese of Greensburg PA Direct Church Referrals for Rent Assistance	357
Saint Vincent de Paul Tangible Aid	337
Catholic Charities of the Diocese of Greensburg - Westmoreland Electric Bill Payment Assistance	330
Allegheny Link - Rent Payment Assistance Referral	234

* Combined total for all ACHD Covid-19 Immunization Clinics



TOP REFERRALS (cont'd)

Community Human Services Corporation - Housing Assistance Programs	221
Allegheny Link - Homeless Services and Coordinated Entry	183
PA Housing Search Website	169
Urban Redevelopment Authority of Pittsburgh - Housing Stabilization Program (HSP)	126
Salvation Army - Steel Valley Worship and Service Center	112
Catholic Charities of the Diocese of Greensburg - Fayette Electric Bill Payment Assistance	109
Jubilee Association - Soup Kitchen and Social Services	103
Allegheny County Health Department - COVID-19 Vaccine - Vaccination of the Homebound	99
Allegheny Link - Housing Information	99
Emergency Shelter Allowance (ESA) - Southeast	93
Allegheny County Health Department - COVID-19 Vaccine - Castle Shannon	87
Pennsylvania Housing Finance Agency - PA Housing Search Website	87
ACTION-Housing - Search for Properties	86
Emergency Rental Assistance Program	85
Emergency Shelter Allowance (ESA) - Allegheny	84
Catholic Charities of the Diocese of Pittsburgh Washington County	83
Greater Pittsburgh Community Food Bank - Food Pantry List	80
YMCA of Greater Pittsburgh - Hope for All - Homewood-Brushton YMCA	77
Catholic Charities of the Diocese of Greensburg - Westmoreland Gas Bill Payment Assistance	76
Westmoreland County ERAP - Union Mission - Intake and Processing	76
Saint Vincent de Paul of Greensburg - Utility Payment Assistance	72
United Way Worldwide - LYFT Project	70