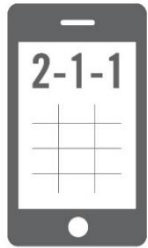


“ PA 2-1-1 SW helps me make the most of my limited resources. ~ 2-1-1 caller ~ ”

CONTACT VOLUME



8,128
PHONE CONTACTS
Last month: 8,585
Last year: 7,280



7,129
WEBSITE VISITS
Last month: 7,947
Last year: 3,918



557
CHAT, TEXT, & EMAIL CONTACTS
Last month: 483
Last year: 365

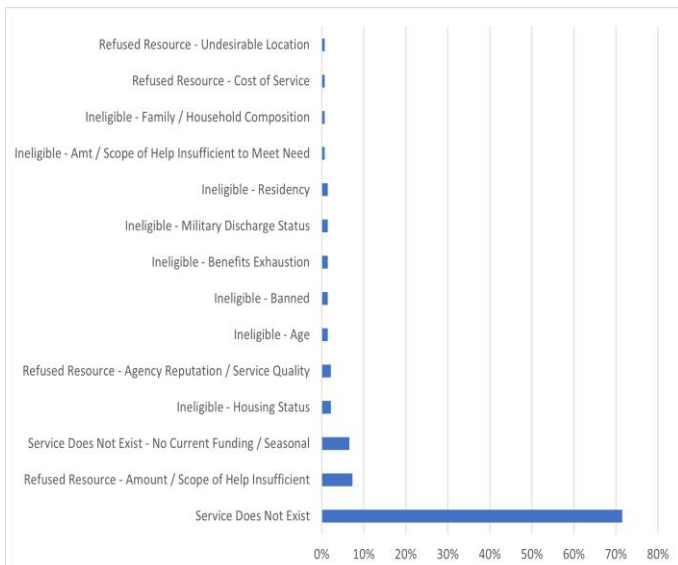
NEEDS

2,687 UTILITIES	2,726 HOUSING	247 FOOD	526 HEALTHCARE & COVID-19	593 EMPLOYMENT & INCOME	205 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 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.



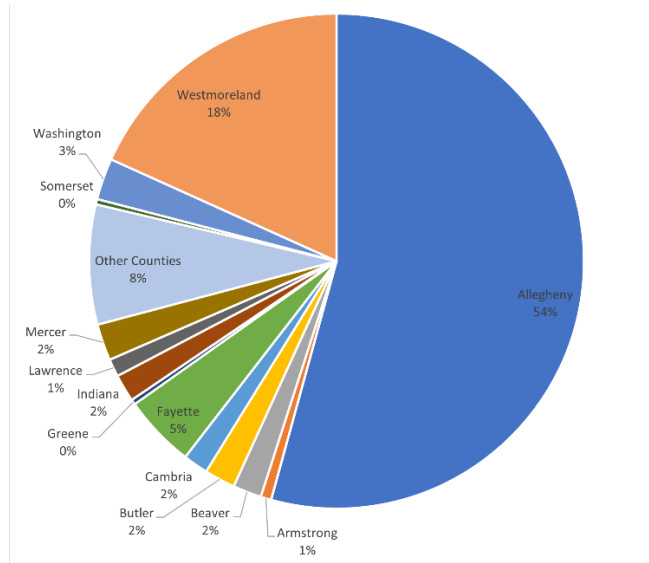
TOP NEEDS

Rent Payment Assistance	1278
Electric Service Payment Assistance	1090
Gas Service Payment Assistance	992
Undesignated Temporary Financial Assistance	440
Water Service Payment Assistance	330
Housing Related Coordinated Entry	261
Housing Search Assistance	251
Covid-19 Control	171
Food Pantries	145
Rental Deposit Assistance	137

TOP UNMET NEEDS

Automotive Repair and Maintenance	7
Case/Care Management	6
Electric Service Payment Assistance	5
Pest Control Services	5
Homeless Motel Vouchers	4
Housing Related Coordinated Entry	4
Housing Search Assistance	4
Motel Bill Payment Assistance	4
Property Tax Payment Assistance	4
Undesignated Temporary Financial Assistance	4

CONTACTS BY COUNTY

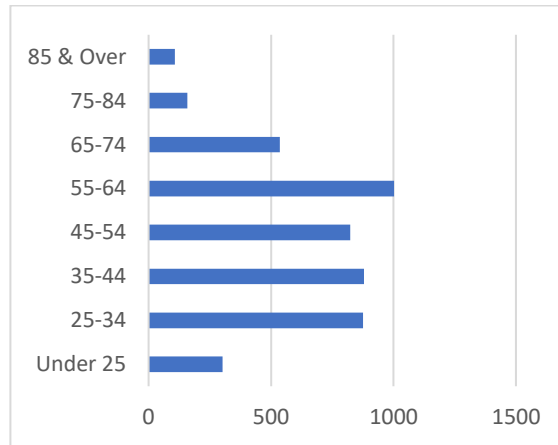
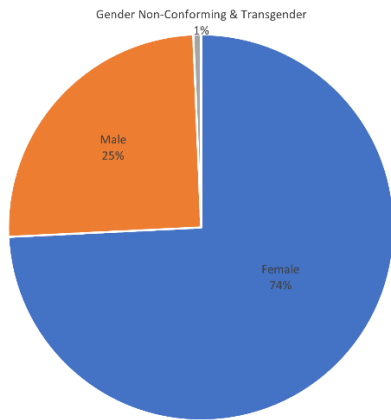


DEMOGRAPHICS

GENDER

AGE

TOP ZIP CODES



Zip	Count	Zip	Count
15601	404	15120	123
15221	245	15136	116
15210	214	15208	115
15219	200	15644	115
15212	180	15104	94
15068	167	15222	93
15206	164	15227	86
15132	159	15207	85
15235	143	15214	83
15401	133	15062	82

TOP REFERRALS

UWSWPA Emergency Basic Needs - COVID-19 Fund Application	733
Allegheny County Emergency Rental Assistance Program (ERAP)	646
Dollar Energy Fund - Utility Payment Assistance	508
St. Vincent de Paul Tangible Aid	474
Catholic Charities of the Diocese of Greensburg PA Direct Church Referrals for Rent Assistance	380
Allegheny Link - Rent Payment Assistance Referral	350
Catholic Charities of the Diocese of Greensburg - Westmoreland Electric Bill Payment Assistance	300
Pennsylvania Housing Finance Agency - PA Housing Search Website	256
Jubilee Association - Soup Kitchen and Social Services	251
Salvation Army - Steel Valley Worship and Service Center	202



TOP REFERRALS (cont'd)	
Community Human Services Corporation - Housing Assistance Programs	183
Allegheny Link - Homeless Services and Coordinated Entry	173
COMPASS Application for Emergency Rental Assistance Program (ERAP)	173
Urban Redevelopment Authority of Pittsburgh - Housing Stabilization Program (HSP)	140
Catholic Charities of the Diocese of Greensburg - Westmoreland Gas Bill Payment Assistance	130
Pennsylvania Public Utility Commission (PUC)	104
Catholic Charities of the Diocese of Greensburg - Fayette Electric Bill Payment Assistance	101
Emergency Shelter Allowance (ESA) – Southeast	101
Catholic Charities of the Diocese of Greensburg PA Direct Church Referral for Electric Bill Payment	93
Catholic Charities of the Diocese of Pittsburgh, Inc. - Duquesne Light CAP Office	92
Lutheran Service Society - Administration and Affordable Housing	91
Greater Pittsburgh Community Food Bank - Food Pantry List	86
Salvation Army - Pittsburgh North Boroughs Worship and Service Center	86
Allegheny County Health Department - COVID-19 Vaccine Clinics*	85
Salvation Army - McKeesport Worship and Service Center	85
Emergency Shelter Allowance (ESA) – Allegheny	84
Brashear Association - Utility Assistance - Brashear Center	83
North Hills Community Outreach - Millvale - Utility Assistance	80
Modest Needs - Emergency Self-Sufficiency Grants	79
Westmoreland County ERAP - Union Mission - Intake and Processing	77

* Combined total for all ACHD Covid-19 Immunization Clinics

