PA 2-1-1 Southwest
July 2021

PA 2-1-1 Southwest is the gateway to assistance programs for people affected by the pandemic.
- 2-1-1 caller -

CONTACT VOLUME

7,562
PHONE CONTACTS
Last month: 8,128
Last year: 7,562

9,959
WEBSITE VISITS
Last month: 7,129
Last year: 4,959

562
CHAT, TEXT,
& EMAIL
CONTACTS
Last month: 557
Last year: 545

NEEDS

2,315
UTILITIES

2,868
HOUSING

284
FOOD

425
HEALTHCARE
& COVID-19

524
EMPLOYMENT
& INCOME

232
MATERIAL
GOODS

TOP NEEDS
The numbers below reflect both the self-identified needs of callers (reason for calling) and those discovered during the course of calls; they also include self-referrals to programs for which individuals searched the PA211 websites.

<table>
<thead>
<tr>
<th>Referred Service</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rent Payment Assistance</td>
<td>1686</td>
</tr>
<tr>
<td>Electric Service Payment Assistance</td>
<td>1521</td>
</tr>
<tr>
<td>Gas Service Payment Assistance</td>
<td>1042</td>
</tr>
<tr>
<td>Rental Deposit Assistance</td>
<td>546</td>
</tr>
<tr>
<td>Water Service Payment Assistance</td>
<td>534</td>
</tr>
<tr>
<td>Homeless Motel Vouchers</td>
<td>474</td>
</tr>
<tr>
<td>Undesignated Temporary Financial Assistance</td>
<td>427</td>
</tr>
<tr>
<td>Housing Related Coordinated Entry</td>
<td>413</td>
</tr>
<tr>
<td>Housing Search Assistance</td>
<td>403</td>
</tr>
<tr>
<td>Home Rehabilitation Services</td>
<td>294</td>
</tr>
</tbody>
</table>

UNMET NEEDS
If services do not exist to meet a contact’s stated need, or if they are deemed ineligible for services, 2-1-1 records that as an unmet need. In these cases, the Resource Navigators explore other services that may be of assistance.

<table>
<thead>
<tr>
<th>Unmet Need</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing Search Assistance</td>
<td>10</td>
</tr>
<tr>
<td>Property Tax Payment Assistance</td>
<td>8</td>
</tr>
<tr>
<td>Electric Service Payment Assistance</td>
<td>7</td>
</tr>
<tr>
<td>Yard Maintenance</td>
<td>6</td>
</tr>
<tr>
<td>Pest Control Services</td>
<td>5</td>
</tr>
<tr>
<td>Gas Service Payment Assistance</td>
<td>4</td>
</tr>
<tr>
<td>Home Maintenance and Minor Repair Services</td>
<td>4</td>
</tr>
<tr>
<td>Home Rehabilitation Grants</td>
<td>4</td>
</tr>
<tr>
<td>Home Rehabilitation Services</td>
<td>4</td>
</tr>
<tr>
<td>Housing Related Coordinated Entry</td>
<td>4</td>
</tr>
</tbody>
</table>

REASONS FOR UNMET NEEDS

- Ineligible - Age
- Ineligible - Benefits Exhaustion
- Ineligible - Income
- Ineligible - Residency
- Refused Resource - Agency Reputation / Service Quality
- Refused Resource - Amount / Scope of Help Insufficient
- Refused Resource - Unacceptable Wait Time
- Refused Resource - Undesirable Location
- Service Does Not Exist
- Service Does Not Exist - No Current Funding / Seasonal
### Demographics

#### Contacts by County

#### Top Zip Codes

<table>
<thead>
<tr>
<th>Zip</th>
<th>Count</th>
<th>Zip</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>15601</td>
<td>404</td>
<td>15120</td>
<td>123</td>
</tr>
<tr>
<td>15221</td>
<td>245</td>
<td>15136</td>
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<td>15210</td>
<td>214</td>
<td>15208</td>
<td>115</td>
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<td>15219</td>
<td>200</td>
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<td>15212</td>
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<td>15207</td>
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<td>15235</td>
<td>143</td>
<td>15214</td>
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<tr>
<td>15401</td>
<td>133</td>
<td>15062</td>
<td>82</td>
</tr>
</tbody>
</table>

#### Gender

- Male: 25%
- Female: 74%
- Gender Non-Conforming & Transgender: 1%

#### Age

- Under 25: 5%
- 25-34: 10%
- 35-44: 15%
- 45-54: 20%
- 55-64: 25%
- 65-74: 20%
- 75-84: 15%
- 85 & Over: 10%

### Top Program Referrals

- Allegheny County Emergency Rental Assistance Program (ERAP): 587
- Dollar Energy Fund - Utility Payment Assistance: 519
- St. Vincent de Paul Tangible Aid: 479
- Catholic Charities of the Diocese of Greensburg PA Direct Church Referrals for Rent Assistance: 388
- Regional County Assistance Offices - Emergency Shelter Allowance (ESA): 385
- Catholic Charities of the Diocese of Greensburg - Electric Bill Payment Assistance: 347
- Allegheny Link - Rent Payment Assistance Referral: 342
- Pennsylvania Housing Finance Agency - PA Housing Search Website: 270
- Allegheny Link - Homeless Services and Coordinated Entry: 210
- COMPASS Application for Emergency Rental Assistance Program (ERAP): 207
- Jubilee Association - Soup Kitchen and Social Services: 201
- Community Human Services Corporation - Housing Assistance Programs: 179
- Holy Family Institute - Duquesne Light Utility Assistance Program - Aliquippa: 171
- Salvation Army - Steel Valley Worship and Service Center: 163
- Catholic Charities of the Diocese of Greensburg - Gas Bill Payment Assistance: 146
- Modest Needs - Emergency Self-Sufficiency Grants: 146
- Pennsylvania Public Utility Commission (PUC): 138
- Brashear Association - Utility Assistance: 127
- United Way Worldwide - LYFT Project: 125
- Catholic Charities of the Diocese of Pittsburgh, Inc. - Duquesne Light CAP Office: 114