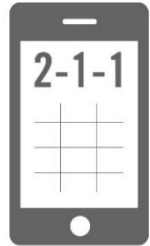


PA 2-1-1 Southwest is the gateway to assistance programs for people affected by the pandemic.
~ 2-1-1 caller ~

CONTACT VOLUME



6,978
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.

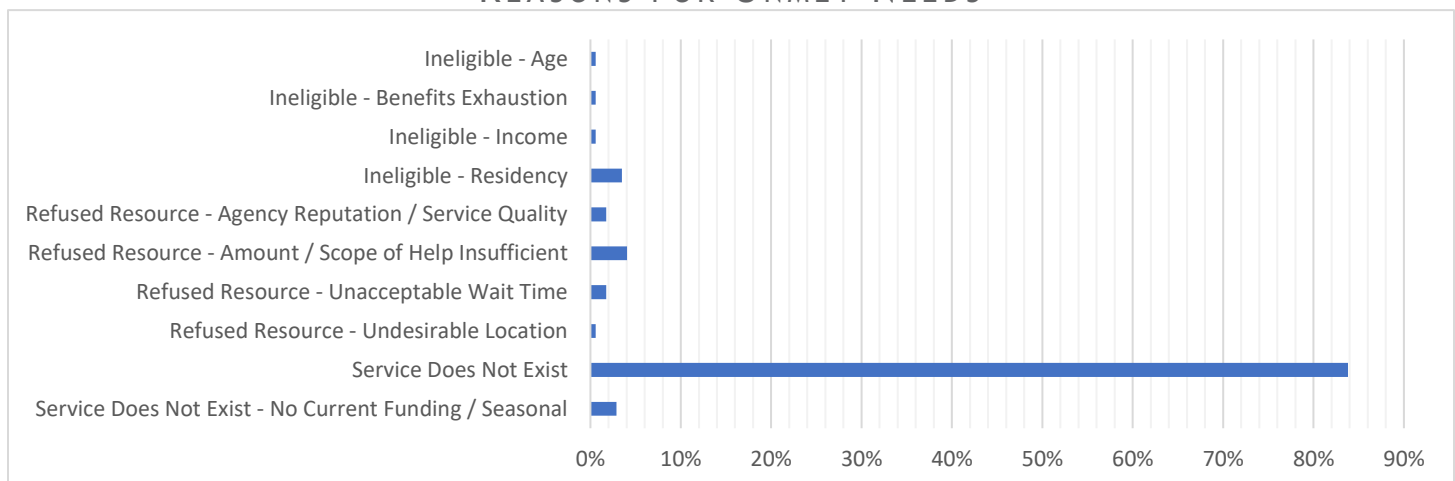
Referred Service	Count
Rent Payment Assistance	1686
Electric Service Payment Assistance	1521
Gas Service Payment Assistance	1042
Rental Deposit Assistance	546
Water Service Payment Assistance	534
Homeless Motel Vouchers	474
Undesignated Temporary Financial Assistance	427
Housing Related Coordinated Entry	413
Housing Search Assistance	403
Home Rehabilitation Services	294

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.

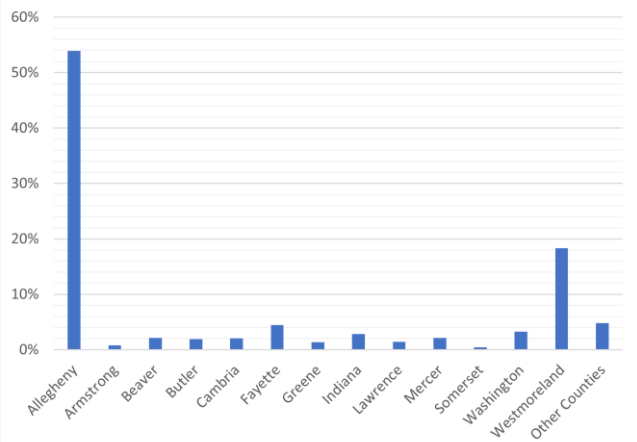
Unmet Need	Count
Housing Search Assistance	10
Property Tax Payment Assistance	8
Electric Service Payment Assistance	7
Yard Maintenance	6
Pest Control Services	5
Gas Service Payment Assistance	4
Home Maintenance and Minor Repair Services	4
Home Rehabilitation Grants	4
Home Rehabilitation Services	4
Housing Related Coordinated Entry	4

REASONS FOR UNMET NEEDS



DEMOGRAPHICS

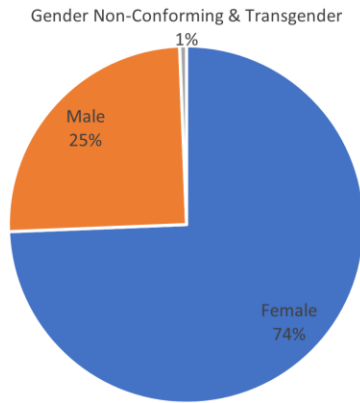
CONTACTS BY COUNTY



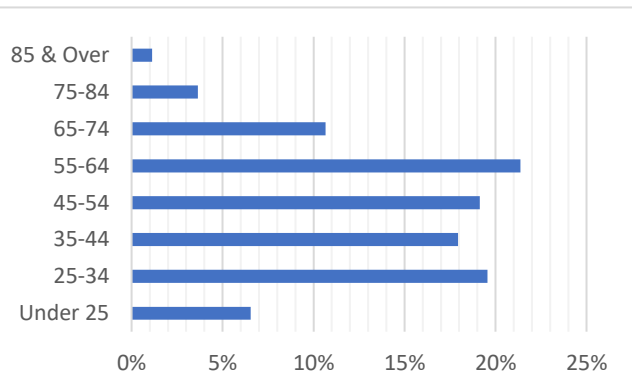
TOP ZIP CODES

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

GENDER



AGE



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