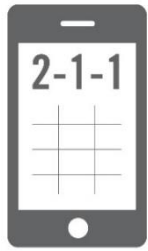


PA 2-1-1 Southwest is the gateway to assistance programs for people affected by the pandemic.
~ 2-1-1 caller ~

CONTACT VOLUME



6,237
PHONE
CONTACTS
Last month: 6,978
Last year: 5,086



9,483
WEBSITE
VISITS
Last month: 9,959
Last year: 4,425



875*
CHAT, TEXT,
& EMAIL
CONTACTS
Last month: 562
Last year: 408
* includes broadcast alert

NEEDS



2,081
UTILITIES



2,558
HOUSING



210
FOOD



601
HEALTHCARE
& COVID-19



503
EMPLOYMENT
& INCOME



294
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.

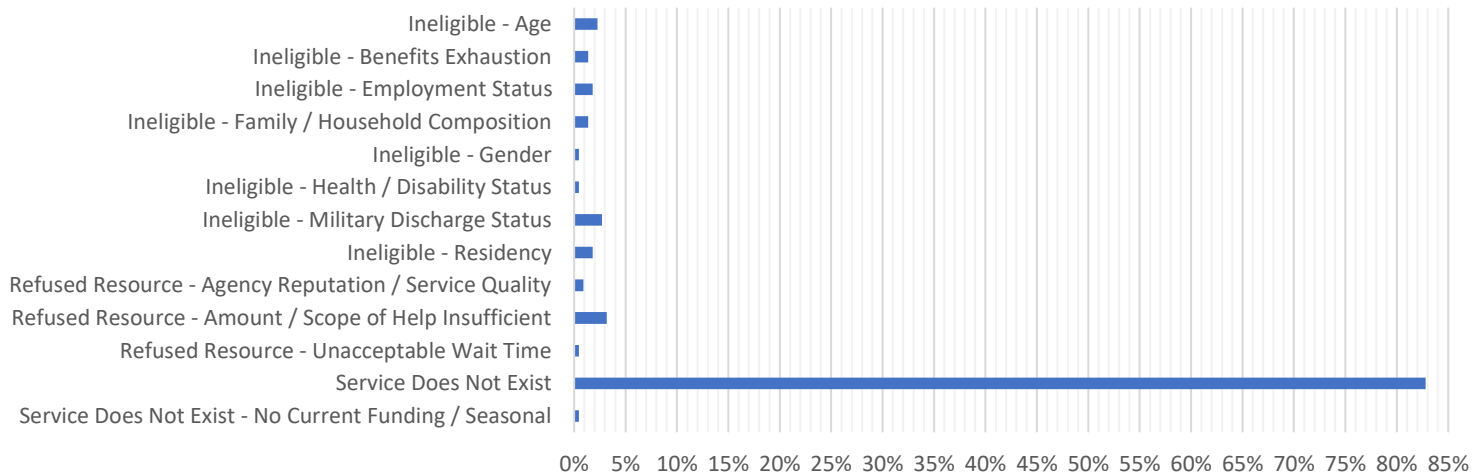
Referred Service	Count
Rent Payment Assistance	1717
Electric Service Payment Assistance	1624
Gas Service Payment Assistance	670
Rental Deposit Assistance	535
School Supplies	520
Water Service Payment Assistance	505
Undesignated Temporary Financial Assistance	485
Housing Search Assistance	447
Homeless Motel Vouchers	419
Covid-19 Control	336

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.

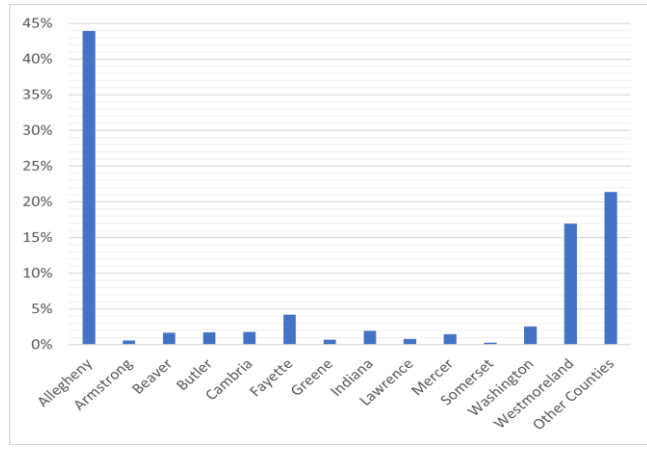
Unmet Need	Count
Gas Money	11
General Minor Home Repair Programs	8
Pest Control Services	8
Automotive Repair and Maintenance	7
Electric Service Payment Assistance	7
Roof Maintenance/Repair	7
Home Rehabilitation Services	6
Housing Search Assistance	6
Property Tax Payment Assistance	6
Appliance Repair	5

REASONS FOR UNMET NEEDS



DEMOGRAPHICS

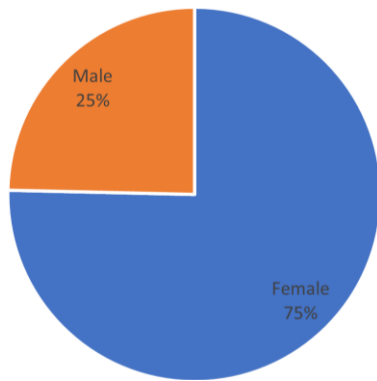
CONTACTS BY COUNTY



TOP ZIP CODES

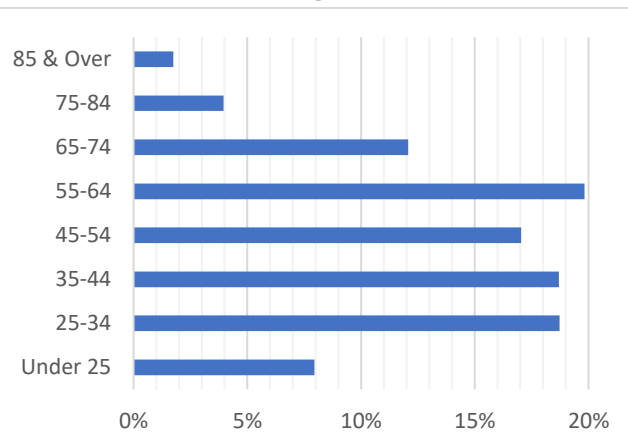
Zip	Count	Zip	Count
15601	434	15136	98
15221	174	15120	89
15206	167	15644	89
15212	166	15701	81
15068	155	15650	77
15210	152	15208	72
15219	133	15025	71
15401	112	15214	70
15132	105	15301	70
15235	99	15425	68

GENDER



Less than 1% of callers chose not to disclose their gender or self-reported as Gender Non-Conforming or Transgender in August 2021.

AGE



TOP PROGRAM REFERRALS

Allegheny County Emergency Rental Assistance Program (ERAP)	469
St. Vincent de Paul Tangible Aid	439
Catholic Charities of the Diocese of Greensburg PA Direct Church Referrals for Rent Assistance	428
Dollar Energy Fund - Utility Payment Assistance	403
Emergency Shelter Allowance (ESA) - All Counties	379
Allegheny Link - Rent Payment Assistance Referral	341
Catholic Charities of the Diocese of Greensburg - Westmoreland Electric Bill Payment Assistance	293
Pennsylvania Housing Finance Agency - PA Housing Search Website	234
Modest Needs - Emergency Self-Sufficiency Grants	206
Allegheny County Health Department - COVID-19 Control	181
United Way of Southwestern PA - Allegheny COVID Assistance	170
Allegheny Link - Homeless Services and Coordinated Entry	169
Jubilee Association - Soup Kitchen and Social Services	167
COMPASS Application for Emergency Rental Assistance Program (ERAP)	164
Community Human Services Corporation - Housing Assistance Programs	159
Salvation Army - Steel Valley Worship and Service Center	140
Catholic Charities of the Diocese of Pittsburgh, Inc. - Duquesne Light CAP Office	115
Pennsylvania Public Utility Commission (PUC)	110
Catholic Charities of the Diocese of Greensburg - Westmoreland Gas Bill Payment Assistance	105

