

We called PA 2-1-1 Southwest for help when our resources just couldn't stretch any further.
 - 2-1-1 caller

AT A GLANCE

INCOMING CALLS:
73,453
 INCOMING CHATS:
1,137
 INCOMING TEXTS:
5,211

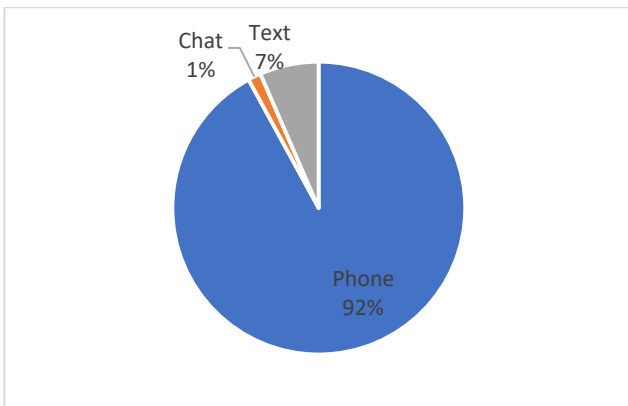
TOTAL CONTACTS:
146,732
 UNIQUE WEBSITE VISITS:
66,931
 FIRST TIME CONTACTS:
22,868

CONTACT VOLUME

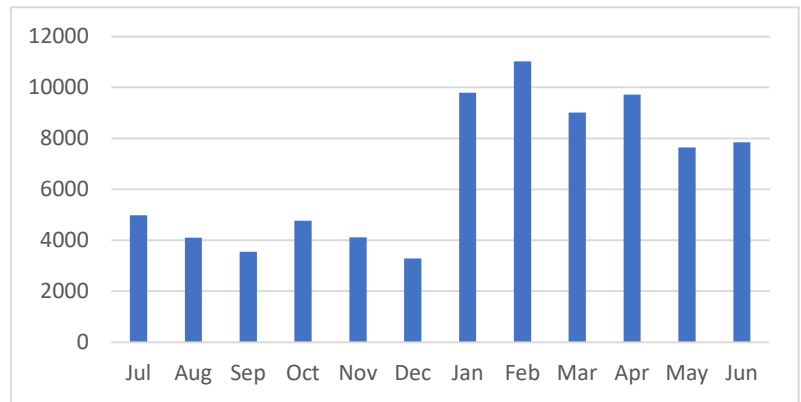
SW Contacts

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2015-16	6050	5772	5810	5338	4430	4149	7341	12163	8097	6408	4989	5428
2016-17	5186	6016	5336	4428	4336	3755	8463	13582	9788	6767	5312	6086
2017-18	6281	6603	5041	4930	4573	3604	7400	10327	7958	5963	4640	4323
2018-19	3781	3874	3413	3486	3116	2604	7934	9438	7675	5960	4532	4434
2019-20	4972	4098	3542	4768	4111	3285	9795	11019	9007	9720	7638	7846

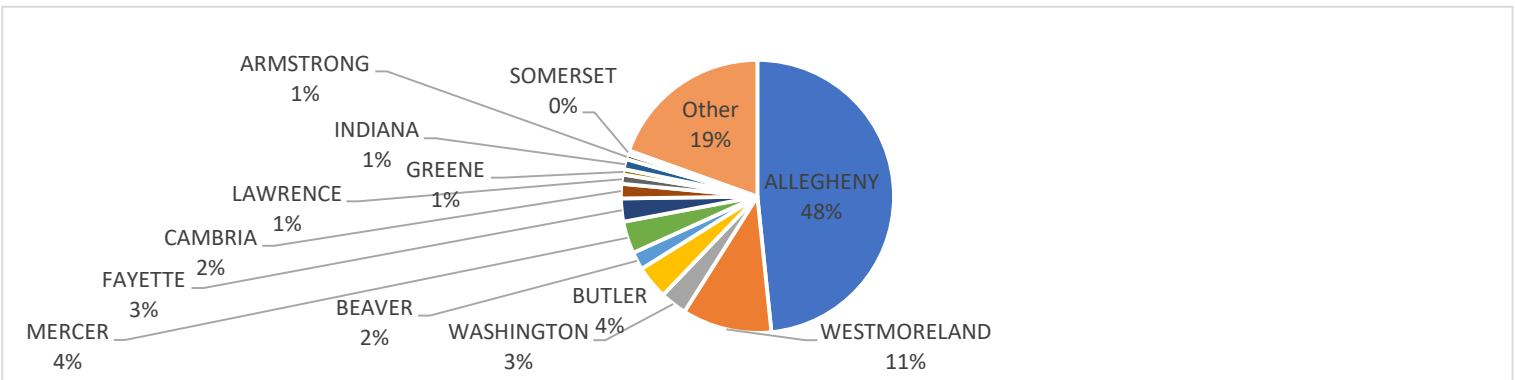
TYPE OF CONTACT



CONTACTS BY MONTH



CONTACTS BY COUNTY



PA 2-1-1 SOUTHWEST: FY 2019-20

NEEDS

TOP NEEDS

Rent Payment Assistance	8505
Electric Service Payment Assistance	7496
Tax Preparation Assistance	6478
Covid-19 Control	5880
Food Pantries	4351
Undesignated Temporary Financial Assistance	3994
Gas Service Payment Assistance	3990
Water Service Payment Assistance	2457
Housing Related Coordinated Entry	2455
Housing Search Assistance	1802
Rental Deposit Assistance	1309
Community Shelters	1300
Heating Fuel Payment Assistance	1220
Comprehensive Information and Referral	924
Area Agencies on Aging	813
Low Cost Home Rental Listings	683
Home Rental Listings	658
General Furniture Provision	605
Food Banks/Food Distribution Warehouses	543
Furniture	525
Low Income/Subsidized Private Rental Housing	518
Diapers	470
Holiday Gifts/Toys	465
General Clothing Provision	464
Unemployment Insurance	457
Food Stamps/SNAP	418
Mortgage Payment Assistance	411
Home Rehabilitation Programs	397
General Minor Home Repair Programs	388
Weatherization Programs	388
Transitional Housing/Shelter	377
Specialized Information and Referral	372

BASIC NEEDS

Utilities	20479
Electric Service Payment Assistance	10445
Gas Service Payment Assistance	4703
Water Service Payment Assistance	3199
Housing/Shelter	26085
Rent Payment Assistance	12327
Housing Search Assistance	4337
Community Shelters	5395
Food	7119
Food Pantries	5373
Soup Kitchens	294
Home Delivered Meals	362
Clothing and Household	5139
Home Furnishings	1569
Clothing	1234
Appliances	356
Transportation	1133
Medical Transportation	276
Automobile Assistance	476

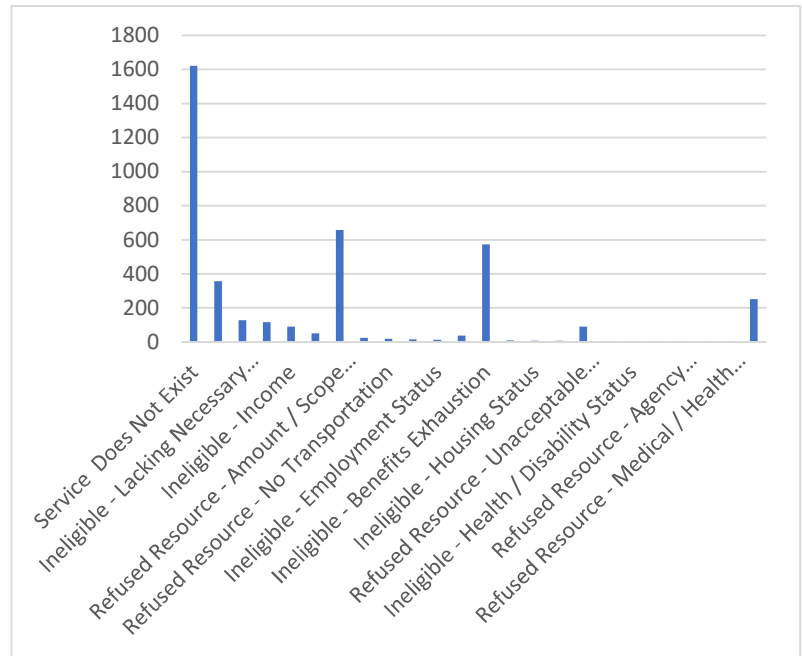
UNMET NEEDS

TOP UNMET NEEDS

Tax Preparation Assistance	518
Electric Service Payment Assistance	159
Rent Payment Assistance	93
Housing Related Coordinated Entry	67
Sewer Service Payment Assistance	54
Comprehensive Information and Referral	52
Tax Agency Tax Preparation Assistance	52
Water Service Payment Assistance	51
Automobile Payment Assistance	49
Gas Service Payment Assistance	45
Community Shelters	35
Thanksgiving Baskets	34
Automotive Repair and Maintenance	33
Food Pantries	32
Topical Identifiers/Issues	32
Property Tax Payment Assistance	27
Directory Assistance	26

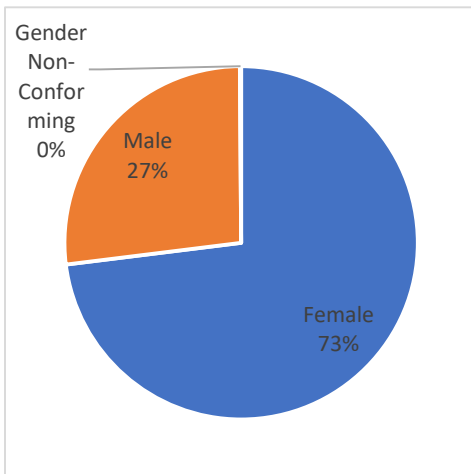
REASON NEEDS UNMET

If services don't exist to meet an inquirer'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.

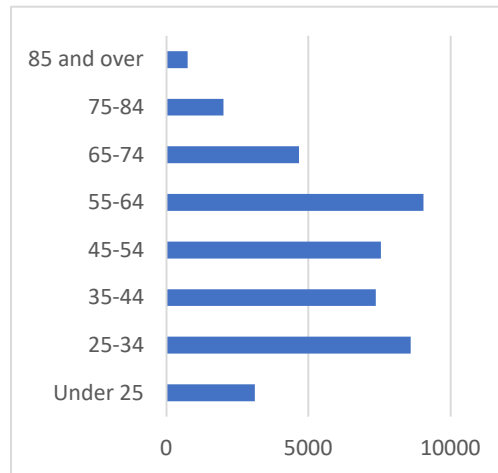


DEMOGRAPHICS

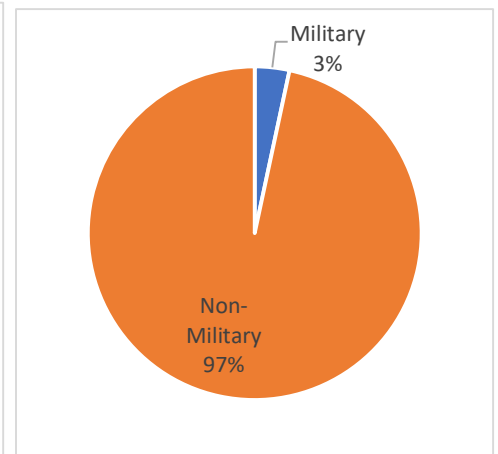
GENDER



AGE



MILITARY STATUS



PA 2-1-1 SOUTHWEST: FY 2019-20

TOP REFERRALS	
Allegheny County DHS - Allegheny Link	8791
Community Human Services Corporation - Home Matters Coalition	4954
St. Vincent de Paul Tangible Aid	4639
COVID-19 Resources SW	3847
PA Housing Search Website	3439
Allegheny County DHS - Allegheny Link	3120
Community Human Services Corporation - One Time Assistance for Utility Arrears	2544
US Housing and Urban Development (HUD)- Pittsburgh Field Office	2312
Community Human Services Corporation - Home Matters Coalition	2241
Greater Pittsburgh Community Food Bank - Food Pantry List	2182
St. Vincent de Paul Tangible Aid	1754
ACTION-Housing - Housing Connector	1679
Salvation Army - Steel Valley Worship and Service Center	1518
East End Cooperative Ministry Shelter	1467
CDC National Prevention Information Network	1457
\$1 Energy Fund (Dollar Energy Fund)	1405
Pittsburgh Community Services - Bi-weekly Rental Sheet	1300
Catholic Charities of the Diocese of Greensburg PA Direct Church Referrals for Rent Assistance	1186
The Blessing Board - Oakmont	1095
Salvation Army Western Pennsylvania Division - McKeesport Worship and Service Center	1061
Bethlehem Haven - Emergency Shelter	1051
Just Harvest Tax Assistance - South Side	1011
Catholic Charities of the Diocese of Greensburg Westmoreland Electric Bill Payment Assistance	1001
Community Human Services Corporation - Housing Assistance Programs	986
Operation Safety Net - Housing Stabilization Program	965
Pennsylvania Department of Health, Administrative Entities	884
\$1 Energy Fund (Dollar Energy Fund)	881
Veterans Leadership Program of Western PA - Financial Assistance	832
PA Housing Search Website	813
Light of Life Rescue Mission Men's Emergency Shelter	806
Appliance Warehouse	780
Macedonia Family and Community Enrichment Center - Lifeline	771
Salvation Army - Pittsburgh North Boroughs Worship and Service Center	751
Modest Needs	746
North Hills Community Outreach - Siemer	725