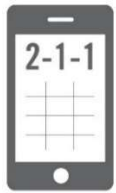


I tried to help my family and ended up needing help myself. I'm glad 2-1-1 was there for me.
 ~ Recent 2-1-1 caller ~

CONTACT VOLUME



73,748
PHONE CONTACT
 Last year: 116,721



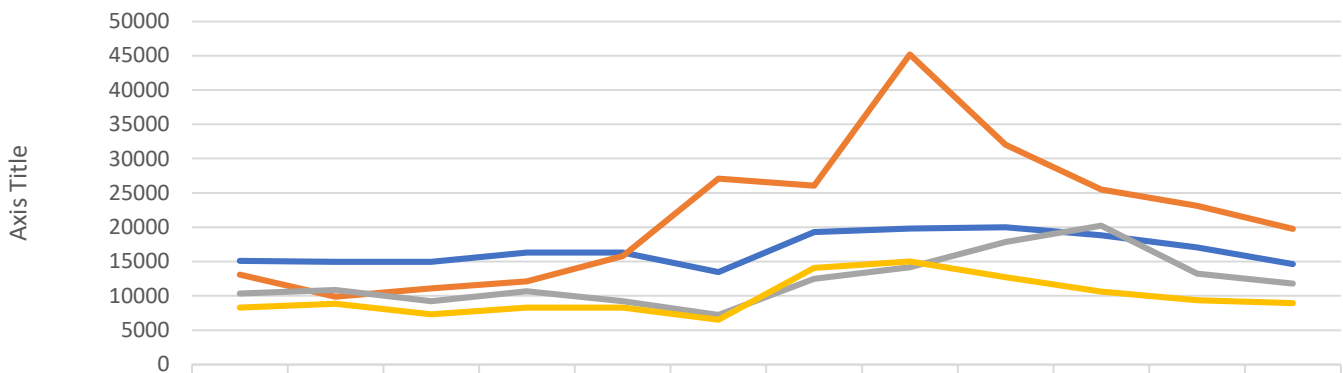
7,325
TEXT CONTACT
 Last year: 5,930



1,432
CHAT CONTACT
 Last year: 1,916



131,510
WEB CONTACT
 Last year: 136,159



	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
2021/2022	15083	14964	14977	16337	16325	13503	19281	19832	20021	18818	17056	14634
2020/2021	13091	9926	11096	12133	15790	27092	26038	45181	32022	25500	23114	19743
2019/2020	10356	10850	9222	10663	9212	7250	12508	14155	17859	20248	13240	11772
2018/2019	8310	8844	7310	8301	8290	6532	14087	15019	12734	10647	9370	8932

TOP NEEDS

SERVICE REQUESTS	2020-2021	2021-2022
Rent Payment Assistance	14027	21500
Electric Service Payment Assistance	8082	14743
Tax Preparation Assistance	9116	8458
Rental Deposit Assistance	1465	6139
Gas Service Payment Assistance	4439	5831
Water Service Payment Assistance	3152	5104
Housing Related Coordinated Entry	2539	4981
Food Pantries	2775	4339
Undesignated Temporary Financial Assistance	3271	4303

UWSWPA Southwest Region: 2021-2022 Fiscal Year Report

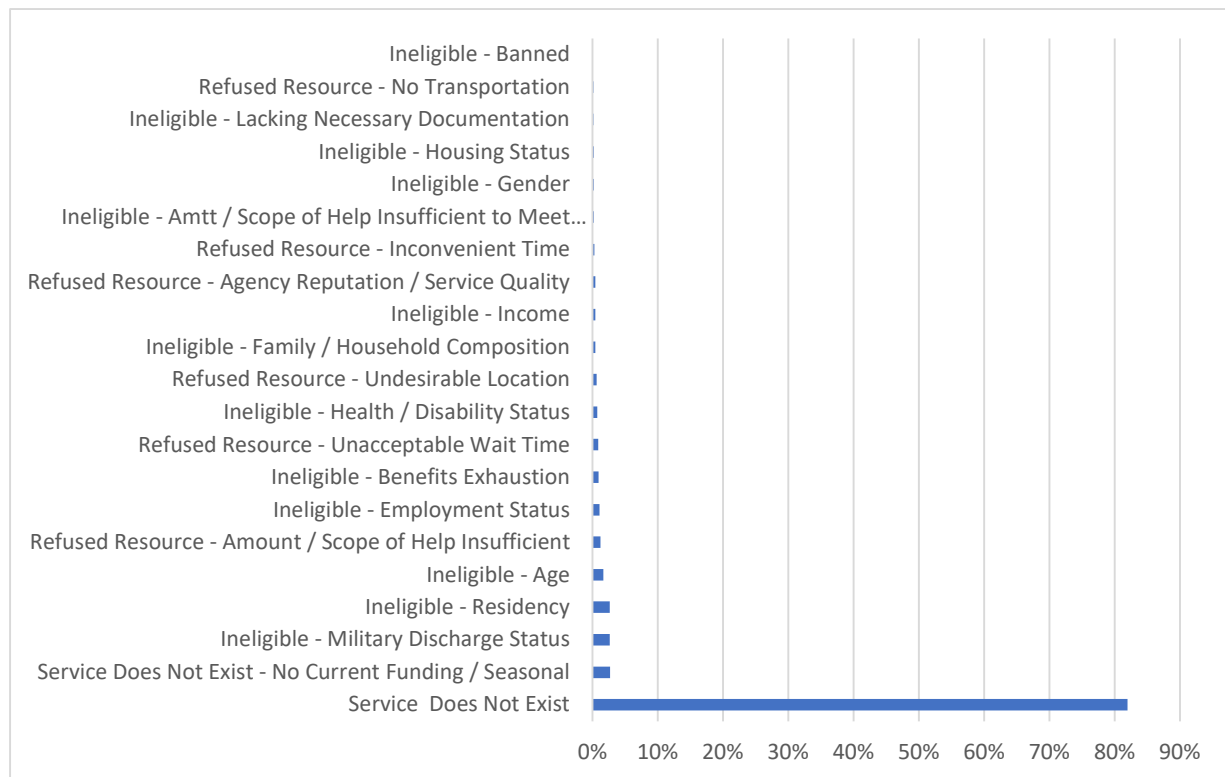
UNMET NEEDS

If services do not 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.

TOP UNMET NEEDS

Homeless Motel Vouchers	59
Motel Bill Payment Assistance	43
Gas Money	39
Property Tax Payment Assistance	35
Community Shelters	26
Furnace Maintenance/Repair	26
Home Maintenance and Minor Repair Services	26
Pest Control Services	26
Appliance Repair	24
Automobiles	24
Housing Related Coordinated Entry	23
Roof Maintenance/Repair	23
Automobile Loans	22

REASON NEEDS UNMET



Additionally, the following reasons for needs being unmet were reported, but each represents less than 1% of the total:

Ineligible - Gender
Ineligible - Offender Status

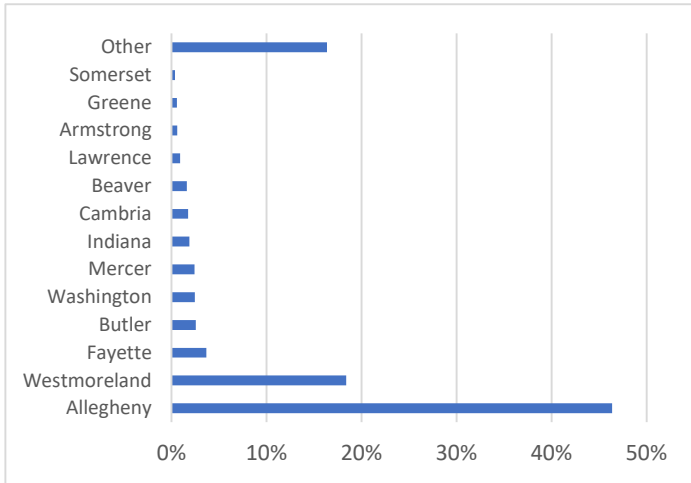
Ineligible - Military Discharge Status
Refused Resource - Cost of Service

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DEMOGRAPHICS

PERCENT CALLS BY COUNTY

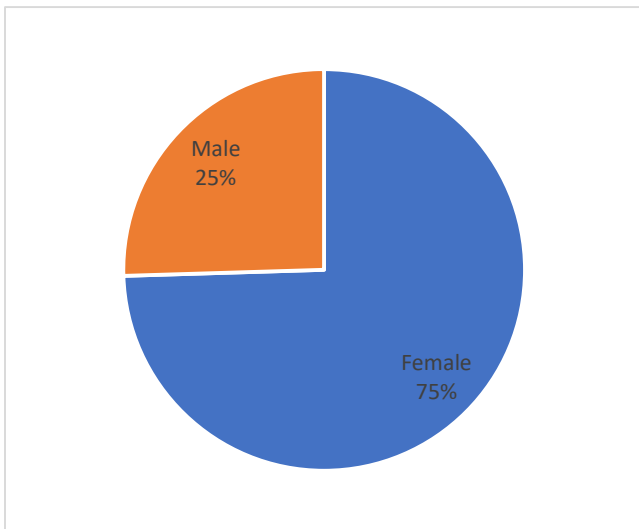


Calls from Greene and Somerset Counties each represent less than 1% of total for Fiscal Year 2020-2021

TOP ZIP CODES

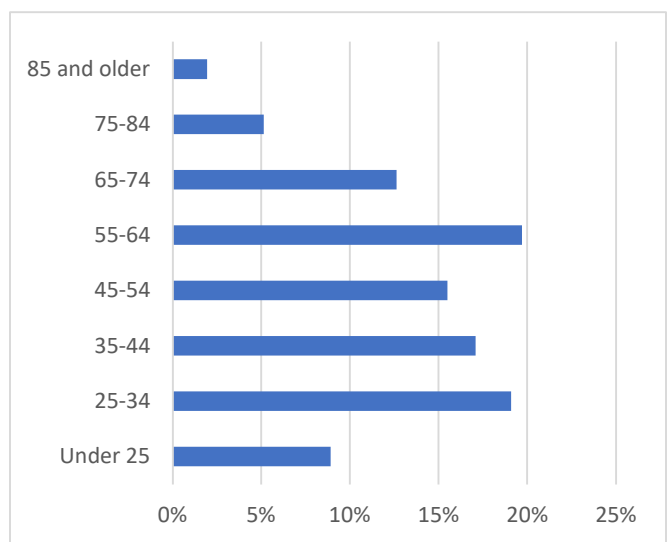
Zip	Count	Zip	Count
15601	5274	15136	1099
15221	2212	15401	964
15210	2166	16001	954
15206	1758	15650	943
15212	1688	15120	901
15219	1606	15208	841
15068	1593	15214	838
15132	1546	15701	811
15235	1458	15301	787
15644	1249	15104	764

GENDER

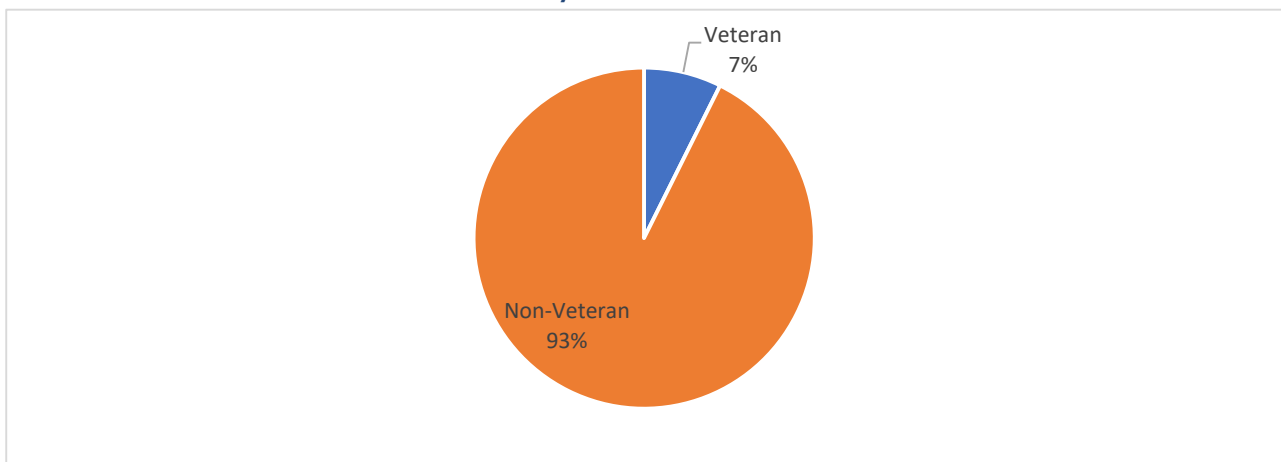


Less than 1% of callers self-reported as Gender Non-Conforming or Transgender during the 2020 – 2021 Fiscal Year

AGE



MILITARY/VETERAN STATUS



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UWSWPA Southwest Region: 2021-2022 Fiscal Year Report

TOP REFERRALS	
Catholic Charities of the Diocese of Greensburg - Rent Assistance	4036
Southwestern Pennsylvania VITA Sites - Appointments Scheduled through 211	4017
Dollar Energy Fund - Utility Payment Assistance	4006
Allegheny Link - Rent Payment Assistance Referral	3626
Society of Saint Vincent de Paul Council of Pittsburgh - Tangible Aid	3333
Allegheny County Emergency Rental Assistance Program (ERAP)	3099
Catholic Charities of the Diocese of Greensburg PA Direct Church Referrals for Rent Assistance	2930
Pennsylvania Housing Finance Agency - PA Housing Search Website	2337
Allegheny Link - Homeless Services and Coordinated Entry	2334
United Way Worldwide - LYFT Project	2122
Jubilee Association - Soup Kitchen and Social Services	2107
Community Human Services Corporation - Housing Assistance Programs	1923
Modest Needs - Emergency Self-Sufficiency Grants	1838
Catholic Charities of the Diocese of Greensburg - Westmoreland Electric Bill Payment Assistance	1592
United Way of Southwestern PA - Allegheny COVID Assistance	1567
COMPASS Application for Emergency Rental Assistance Program (ERAP)	1482
Catholic Charities of the Diocese of Greensburg - Utility Service Payment Assistance	1413
Southwestern PA County Assistance Offices - Emergency Shelter Allowance (ESA)	1258
St. Vincent de Paul Tangible Aid	1172
Salvation Army - Steel Valley Worship and Service Center	1162
Allegheny LINK - Intake for Urban Redevelopment Authority Housing Stabilization Program (URA HSP)	996
Southwestern County Assistance Offices - LIHEAP	887
AARP Tax Aide Sites - Appointments Scheduled through 211	875
Emergency Shelter Allowance (ESA) - Southeast	800
Greater Pittsburgh Community Food Bank - Food Locator	766
Catholic Charities of the Diocese of Pittsburgh, Inc. - Duquesne Light CAP Office	731
Saint Vincent de Paul of Greensburg - Utility Payment Assistance	714
Allegheny Link - Housing Information	679
ACTION-Housing - Search for Properties	654
LIHEAP - Low Income Home Energy Assistance Program	635
Pennsylvania Public Utility Commission	611
Pennsylvania Public Utility Commission - Electric Companies	604
Hosanna Industries - Homebuyer/Home Purchase Counseling	598
Salvation Army - McKeesport Worship and Service Center	574
Catholic Charities of the Diocese of Pittsburgh Washington County	562
Salvation Army - Pittsburgh Westside Worship and Service Center	552
Emergency Shelter Allowance (ESA) - Allegheny	538
UWSWPA Emergency Basic Needs - COVID-19 Fund Application	517
Salvation Army - Pittsburgh North Boroughs Worship and Service Center	511

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Westmoreland County ERAP - Union Mission - Intake and Processing	509
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