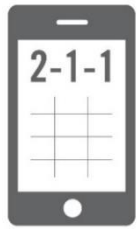


PA 2-1-1 Southwest is the gateway to assistance programs for people affected by the pandemic.  
~ 2-1-1 caller ~

## CONTACT VOLUME



**5,096**  
PHONE  
CONTACTS

Last month: 5,283  
Last year: 6,237



**15,366**  
WEBSITE  
VISITS

Last month: 13,611  
Last year: 9,483



**634**  
CHAT, TEXT,  
& EMAIL  
CONTACTS

Last month: 884  
Last year: 875

## NEEDS

### BASIC NEEDS BY CATEGORY

*Includes only the referrals made by Resource Navigators in response to phone, text, chat, or email contact (does not include web searches).*



**3,760**  
Housing &  
Shelter



**240**  
Food & Meals



**1,306**  
Utilities



**147**  
Healthcare &  
Covid-19



**113**  
Mental Health &  
Substance Use



**383**  
Employment &  
Income



**241**  
Material Goods  
(Clothing/Household)



**393**  
Transportation

### 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.

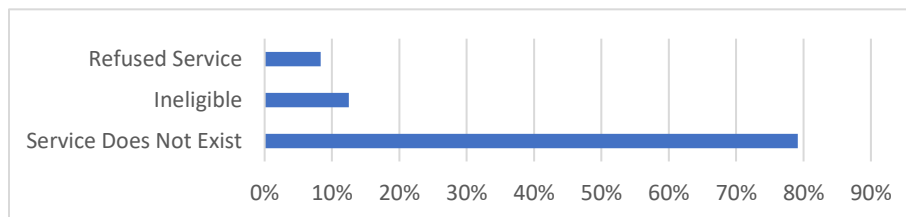
Referred Service	Count
Rent Payment Assistance	3471
Electric Service Payment Assistance	1558
Rental Deposit Assistance	746
School Supplies	656
Food Pantries	501
Low Income/Subsidized Private Rental Housing	482
School Clothing	475
Gas Service Payment Assistance	466
Water Service Payment Assistance	462
Housing Related Coordinated Entry	422

### 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
Non-Emergency Medical Transportation	6
Community Shelters	4
Gas Money	3
Automobile Insurance Payment Assistance	2
Automotive Repair and Maintenance	2
Homeless Motel Vouchers	2
Adult Basic Education	1
Aging and Disability Resource Centers	1
Automobiles	1
Benefits Screening	1

### REASONS FOR UNMET NEEDS



PA 2-1-1 SOUTHWEST IS AVAILABLE 24/7

By phone: dial 211  
or 1-888-553-5778

Search or Chat Online:  
[www.pa211sw.org](http://www.pa211sw.org)

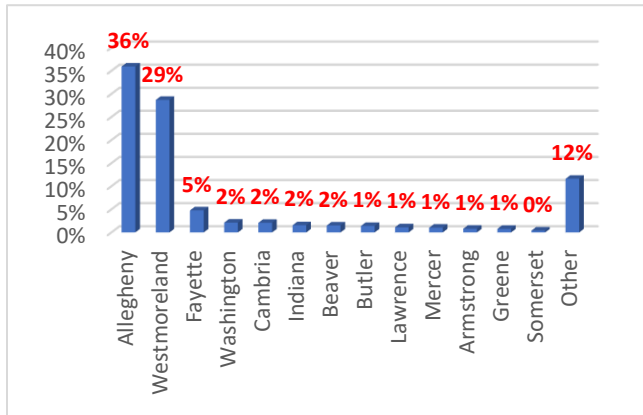
Text Zip Code to:  
898-211

PA 2-1-1 Southwest thanks our featured sponsors:



## DEMOGRAPHICS

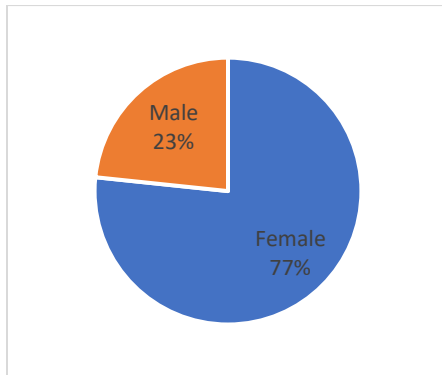
### CONTACTS BY COUNTY



### TOP ZIP CODES

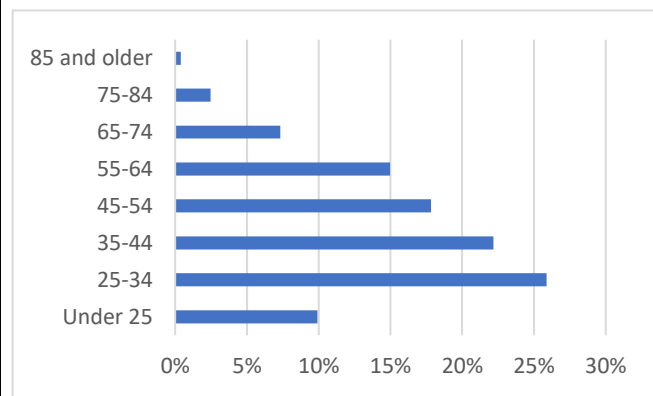
Zip	Count	Zip	Count
15601	659	15401	87
15644	149	15690	84
15221	145	15235	78
15210	140	15062	72
15068	129	15425	71
15132	118	15642	70
15212	115	15206	64
15650	113	15666	64
15136	108	15214	61
15219	87	15207	60

### GENDER



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

### AGE



## TOP PROGRAM REFERRALS

Catholic Charities of the Diocese of Greensburg	1601
Allegheny Link	836
Neighborhood Resilience Project	806
Society of Saint Vincent de Paul Council of Pittsburgh	549
Allegheny County Assistance Office Headquarters	414
Dollar Energy Fund	356
Housing Assistance Programs	282
Jubilee Association	273
Pennsylvania Public Utility Commission	249
United Way Worldwide - Special Projects	213
Pennsylvania Housing Finance Agency - PA Housing Search	189
Salvation Army - Steel Valley Worship and Service Center	154
Society of Saint Vincent de Paul Council of Greensburg	145
COMPASS	138
Modest Needs	137
Westmoreland County Emergency Rental Assistance Program (ERAP)	133
PASW Counties Using COMPASS for Emergency Rental Assistance Program	132
Pennsylvania Department of Human Services	120
Greater Pittsburgh Community Food Bank	117