

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

## CONTACT VOLUME



**6,497**  
PHONE  
CONTACTS  
Last month: 7,613  
Last year: 12,636



**11,489**  
WEBSITE  
VISITS  
Last month: 11,669  
Last year: 7,248



**832**  
CHAT, TEXT,  
& EMAIL  
CONTACTS  
Last month: 739  
Last year: 455

## 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).*



**2,740**  
Housing &  
Shelter



**288**  
Food & Meals



**1,805**  
Utilities



**249**  
Healthcare &  
Covid-19



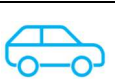
**112**  
Mental Health &  
Substance Use



**549**  
Employment &  
Income



**244**  
Material Goods  
(Clothing/Household)



**431**  
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.

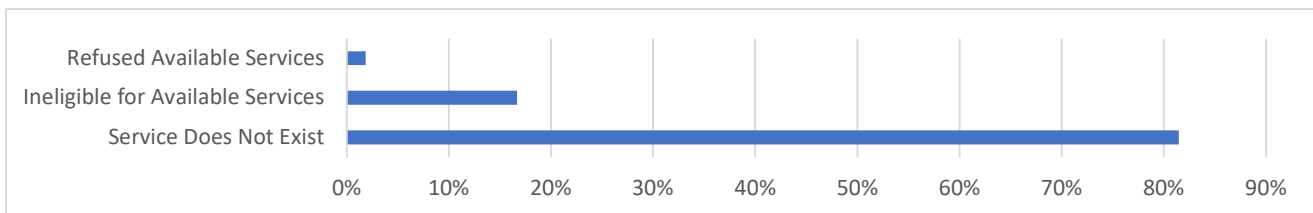
Referred Service	Count
Rent Payment Assistance	1992
Electric Service Payment Assistance	1669
Gas Service Payment Assistance	566
Rental Deposit Assistance	469
Non-Emergency Medical Transportation	457
Housing Related Coordinated Entry	420
Utility Disconnection Protection	396
VITA Programs	380
Food Pantries	336
Undesignated Temporary Financial Assistance	331

### 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
Homeless Motel Vouchers	5
Property Tax Payment Assistance	4
Food Pantries	2
Home Maintenance and Minor Repair Services	2
Home Rehabilitation Grants	2
Long Distance Bus Fare	2
Long Distance Transportation	2
Moving Services	2
Non-Emergency Medical Transportation	2
Transportation Passes	2

### 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)

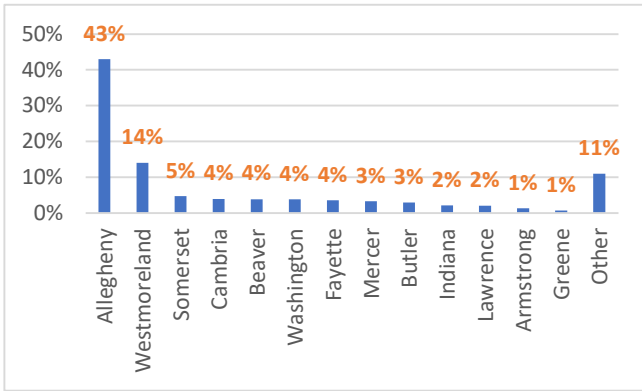
Text Zip Code to:  
898-211

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



## DEMOGRAPHICS

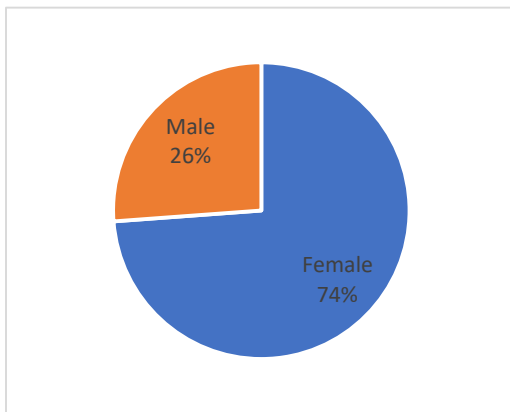
### CONTACTS BY COUNTY



### TOP ZIP CODES

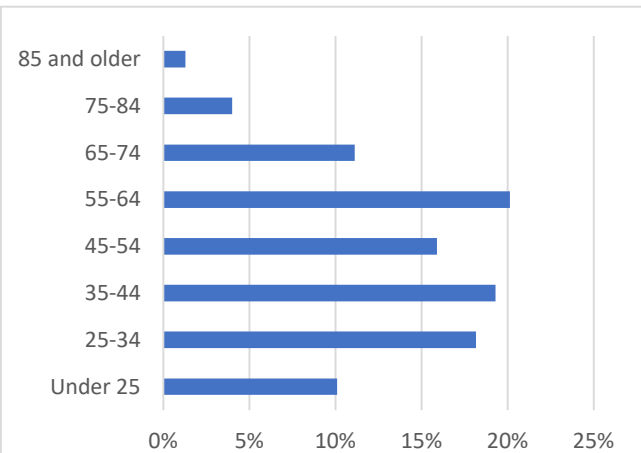
Zip	Count	Zip	Count
15601	474	15068	96
15210	198	15120	75
15221	147	15207	75
15206	145	15208	74
15212	141	15701	74
15219	136	15136	71
15132	129	15216	71
15235	124	15205	69
15644	124	19320	68
15650	105	15425	64

### 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 - Rent Assistance	851
Dollar Energy Fund - Utility Payment Assistance	486
Southwestern County Assistance Offices - LIHEAP	395
Society of Saint Vincent de Paul Council of Pittsburgh - Tangible Aid	361
Catholic Charities of the Diocese of Greensburg - Utility Service Payment Assistance	351
Southwestern PA County Assistance Offices - Emergency Shelter Allowance (ESA)	351
Allegheny Link - Rent Payment Assistance Referral	310
United Way Worldwide - LYFT Project	262
Allegheny Link - Homeless Services and Coordinated Entry	234
Community Human Services Corporation - Housing Assistance Programs	194
COMPASS Application for Emergency Rental Assistance Program (ERAP)	179
Jubilee Association - Soup Kitchen and Social Services	165
Pennsylvania Housing Finance Agency - PA Housing Search Website	159
United Way of Southwestern PA - Allegheny COVID Assistance	151
Pennsylvania Public Utility Commission - Electric Companies	149
Modest Needs - Emergency Self-Sufficiency Grants	146
Pennsylvania Public Utility Commission	132
Holy Family Institute - Duquesne Light Utility Assistance Program	129
Allegheny Link - Intake for Urban Redevelopment Authority Housing Stabilization Program (URA HSP)	123
Salvation Army - Steel Valley Worship and Service Center	112