

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

## CONTACT VOLUME



4,770

PHONE CONTACTS

Last month: 4,651  
Last year: 8,128



8,933

WEBSITE VISITS

Last month: 11,611  
Last year: 7,129



931

CHAT, TEXT, & EMAIL CONTACTS

Last month: 794  
Last year: 557

## 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).*



3,232  
Housing & Shelter



298  
Food & Meals



1,425  
Utilities



211  
Healthcare & Covid-19



77  
Mental Health & Substance Use



308  
Employment & Income



276  
Material Goods (Clothing/Household)



333  
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.

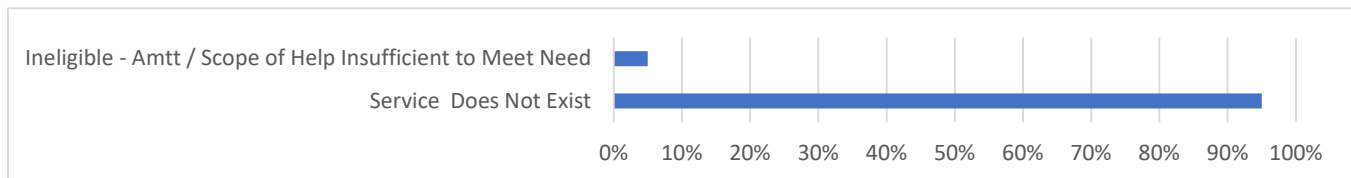
Referred Service	Count
Rent Payment Assistance	2459
Electric Service Payment Assistance	1271
Rental Deposit Assistance	427
Food Pantries	417
Housing Related Coordinated Entry	388
Gas Service Payment Assistance	329
Food Vouchers	311
Low Income/Subsidized Private Rental Housing	311
Automobile Payment Assistance	310
Non-Emergency Medical Transportation	306

### 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	3
Yard Maintenance	3
Automobiles	2
Community Shelters	2
Motel Bill Payment Assistance	2
Moving Expense Assistance	2
Air Conditioners	1
Appliance Repair	1
Automobile Insurance	1
Cable Service Payment Assistance	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

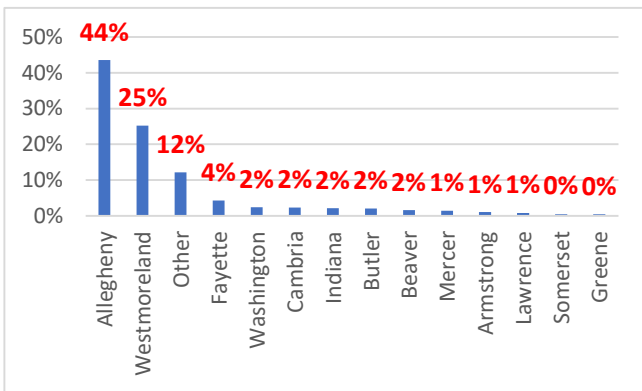


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# DEMOGRAPHICS

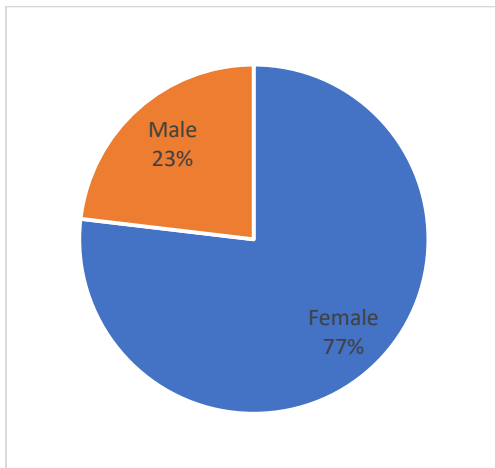
## CONTACTS BY COUNTY



## TOP ZIP CODES

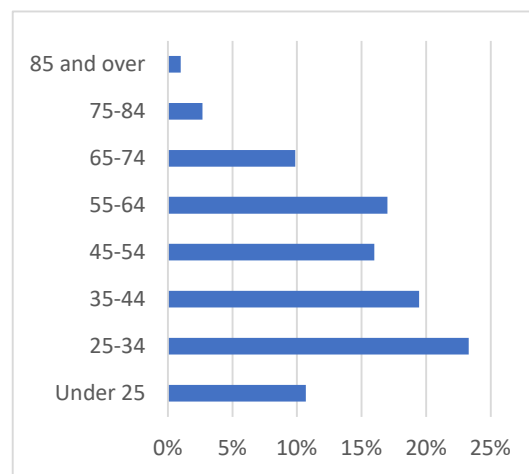
Zip	Count	Zip	Count
15601	522	15136	77
15221	172	15401	76
15210	142	15650	68
15132	137	15205	61
15068	117	15120	60
15644	116	15701	59
15235	114	15146	58
15206	111	15642	58
15212	108	15062	55
15219	103	15207	53

## 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	1125
Society of Saint Vincent de Paul Council of Pittsburgh - Tangible Aid	584
Allegheny Link - Rent Payment Assistance Referral	504
Southwestern PA County Assistance Offices - Emergency Shelter Allowance (ESA)	477
Jubilee Association - Soup Kitchen and Social Services	445
Dollar Energy Fund - Utility Payment Assistance	389
Community Human Services Corporation - Housing Assistance Programs	280
Allegheny Link - Homeless Services and Coordinated Entry	259
Pennsylvania Public Utility Commission	234
Pennsylvania Housing Finance Agency - PA Housing Search Website	210
Southwestern County Assistance Offices - LIHEAP	204
United Way Worldwide - LYFT Project	163
Catholic Charities of the Diocese of Greensburg - Utility Service Payment Assistance	159
COMPASS Application for Emergency Rental Assistance Program (ERAP)	139
Modest Needs - Emergency Self-Sufficiency Grants	137
Holy Family Institute - Duquesne Light Utility Assistance Program	132
Salvation Army - Steel Valley Worship and Service Center	127
Greater Pittsburgh Community Food Bank - Food Locator	117
Allegheny Link - Intake for Urban Redevelopment Authority Housing Stabilization Program (URA HSP)	111