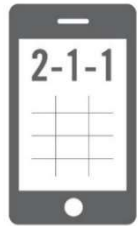


PA 2-1-1 Southwest is the gateway to assistance programs for people affected by the pandemic.
~ 2-1-1 caller ~

CONTACT VOLUME



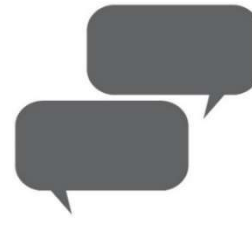
7,613
PHONE
CONTACTS

Last month: 8,218
Last year: 16,520



11,669
WEBSITE
VISITS

Last month: 10,999
Last year: 14,785



739
CHAT, TEXT,
& EMAIL
CONTACTS

Last month: 715
Last year: 717

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).

 2,525 Housing & Shelter	 198 Food & Meals	 1,120 Utilities	 226 Healthcare & Covid-19	 154 Mental Health & Substance Use	 2,104 Employment & Income	 258 Material Goods (Clothing/Household)	 418 Transportation
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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.

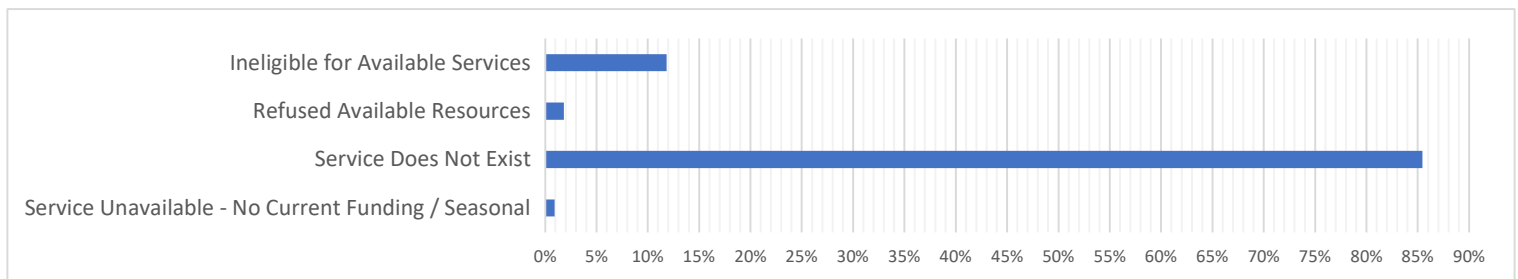
Referred Service	Count
VITA Programs	2,021
Rent Payment Assistance	1,685
Electric Service Payment Assistance	1,059
Rental Deposit Assistance	492
Food Pantries	444
Non-Emergency Medical Transportation	439
Housing Related Coordinated Entry	430
Housing Search Assistance	376
Gas Service Payment Assistance	355
Undesignated Temporary Financial Assistance	352

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	13
Automotive Repair and Maintenance	7
Parent Support Groups	5
Lawyer Referral Services	4
Moving Expense Assistance	4
Pet Care Services	4
Automobile Loans	3
Automobiles	3
Domestic Violence Motel Vouchers	3
Housekeeping Assistance	3

REASONS FOR UNMET NEEDS



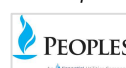
PA 2-1-1 SOUTHWEST IS AVAILABLE 24/7

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

Search or Chat Online:
www.pa211sw.org

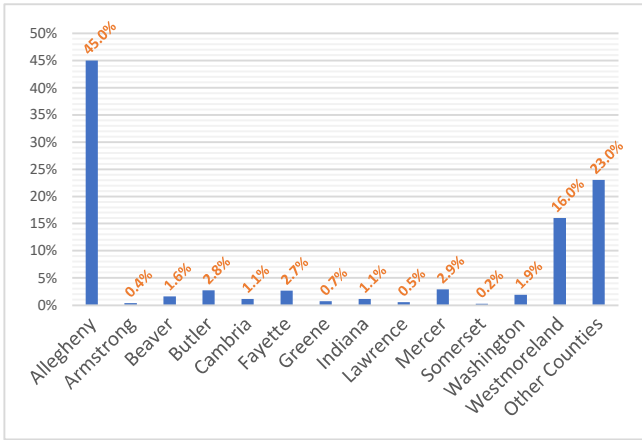
Text Zip Code to:
898-211

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



DEMOGRAPHICS

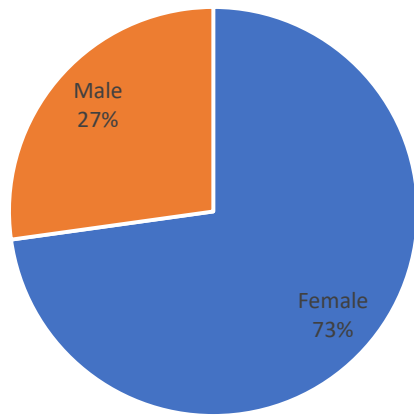
CONTACTS BY COUNTY



TOP ZIP CODES

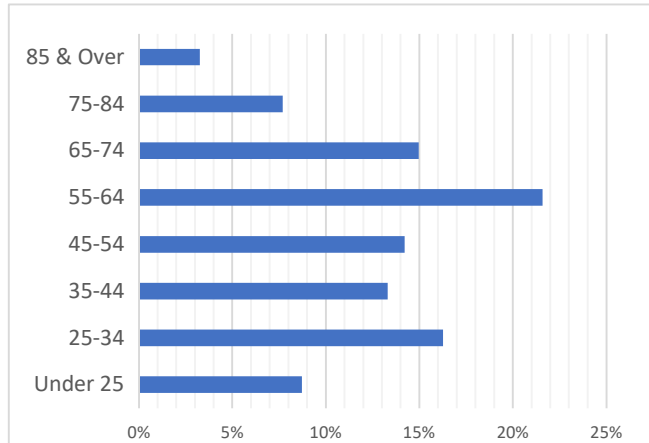
Zip	Count	Zip	Count
15601	509	15136	117
15221	263	15214	108
15210	219	15650	104
15206	195	15146	103
15068	190	15104	96
15235	178	16001	96
15219	161	15120	95
15212	155	15207	93
15132	154	15204	89
15644	123	15208	86

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

Southwestern Pennsylvania VITA Sites - Appointments Scheduled through 211	1,309
Catholic Charities of the Diocese of Greensburg - Rent Assistance	661
Catholic Charities of the Diocese of Greensburg - Utility Service Payment Assistance	377
Southwestern County Assistance Offices - Emergency Shelter Allowance (ESA)	288
United Way Worldwide - LYFT Project	285
Allegheny County Emergency Rental Assistance Program (ERAP)	243
Society of Saint Vincent de Paul Council of Pittsburgh - Tangible Aid	243
Allegheny Link - Rent Payment Assistance Referral	242
Dollar Energy Fund - Utility Payment Assistance	217
Pennsylvania Housing Finance Agency - PA Housing Search Website	214
Allegheny Link - Homeless Services and Coordinated Entry	192
AARP Tax Aide Sites - Appointments Scheduled through 211	177
LIHEAP - Low Income Home Energy Assistance Program	165
United Way Worldwide - myfreetaxes.com	137
Modest Needs - Emergency Self-Sufficiency Grants	135
Jubilee Association - Soup Kitchen and Social Services	130
Community Human Services Corporation - Housing Assistance Programs	125
Allegheny Link - Intake for Urban Redevelopment Authority Housing Stabilization Program (URA HSP)	103
United Way of Southwestern PA - Allegheny COVID Assistance	97
PA Department of Human Services - Low Income Household Water Assistance Program	91