

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

CONTACT VOLUME



4,651
PHONE
CONTACTS

Last month: 6,497
Last year: 8,585



11,611
WEBSITE
VISITS

Last month: 11,489
Last year: 7,947



794
CHAT, TEXT,
& EMAIL
CONTACTS

Last month: 832
Last year: 483

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).



2,912
Housing &
Shelter



233
Food & Meals



1,331
Utilities



218
Healthcare &
Covid-19



133
Mental Health &
Substance Use



312
Employment &
Income



213
Material Goods
(Clothing/Household)



377
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.

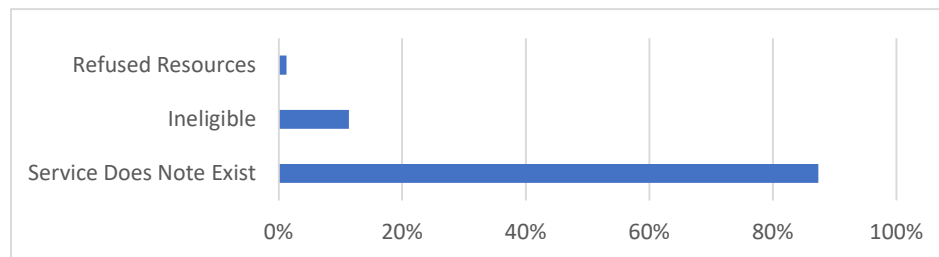
Referred Service	Count
Rent Payment Assistance	2257
Electric Service Payment Assistance	1465
Housing Related Coordinated Entry	518
Rental Deposit Assistance	508
Gas Service Payment Assistance	429
Housing Search Assistance	387
Low Income/Subsidized Private Rental Housing	375
Food Pantries	350
Utility Disconnection Protection	339
Non-Emergency Medical Transportation	337

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
Community Shelters	10
Gas Money	6
Transportation Passes	6
Long Distance Transportation	4
Non-Emergency Medical Transportation	4
Yard Maintenance	4
Cable Service Payment Assistance	3
Moving Services	2
Aging/Long Term Care Facility Associations	1
Appliance Repair	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

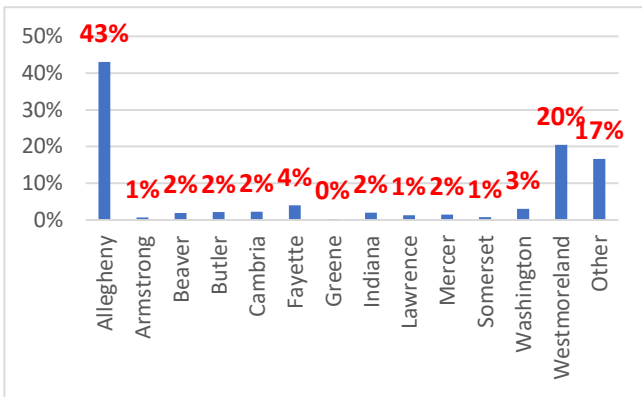
Text Zip Code to:
898-211

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



DEMOGRAPHICS

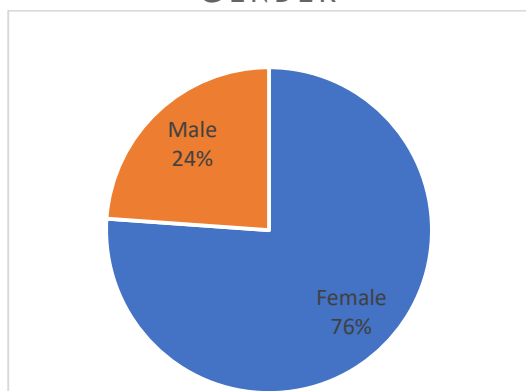
CONTACTS BY COUNTY



TOP ZIP CODES

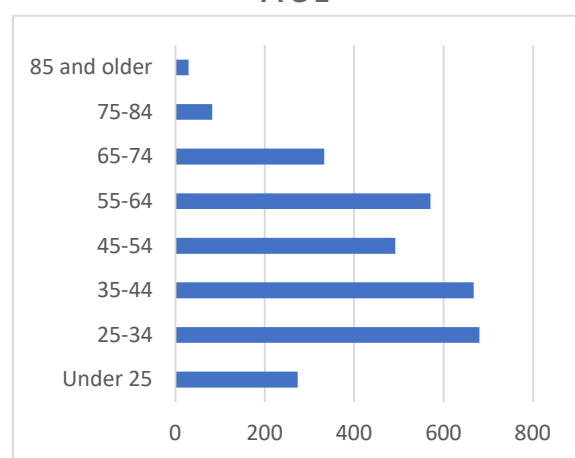
Zip	Count	Zip	Count
15601	396	15650	81
15210	148	15136	66
15221	143	16001	66
15132	142	15701	61
15212	114	15401	60
15206	108	15301	57
15219	108	15214	56
15068	101	15425	56
15644	94	15104	54
15235	87	15120	53

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	845
Society of Saint Vincent de Paul Council of Pittsburgh - Tangible Aid	551
Dollar Energy Fund - Utility Payment Assistance	449
Southwestern PA County Assistance Offices - Emergency Shelter Allowance (ESA)	429
Allegheny Link - Rent Payment Assistance Referral	377
Southwestern County Assistance Offices - LIHEAP	288
Jubilee Association - Soup Kitchen and Social Services	268
Community Human Services Corporation - Housing Assistance Programs	254
Allegheny Link - Homeless Services and Coordinated Entry	228
Pennsylvania Housing Finance Agency - PA Housing Search Website	225
United Way Worldwide - LYFT Project	184
Catholic Charities of the Diocese of Greensburg - Utility Service Payment Assistance	180
Modest Needs - Emergency Self-Sufficiency Grants	171
Pennsylvania Public Utility Commission	160
Holy Family Institute - Duquesne Light Utility Assistance Program	147
COMPASS Application for Emergency Rental Assistance Program (ERAP)	142
Pennsylvania Public Utility Commission - Utility Protections for Survivors of Domestic Violence	123
Allegheny Link - Intake for Urban Redevelopment Authority Housing Stabilization Program (URA HSP)	122
Saint Vincent de Paul of Greensburg - Utility Payment Assistance	106
Salvation Army - Steel Valley Worship and Service Center	101