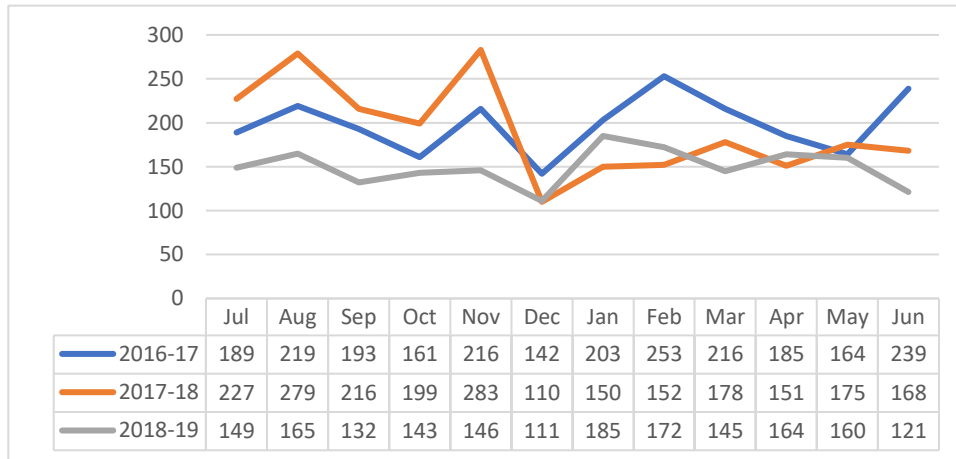


“ We called PA 2-1-1 Southwest for help when our resources just couldn't stretch any further. ”
- 2-1-1 caller

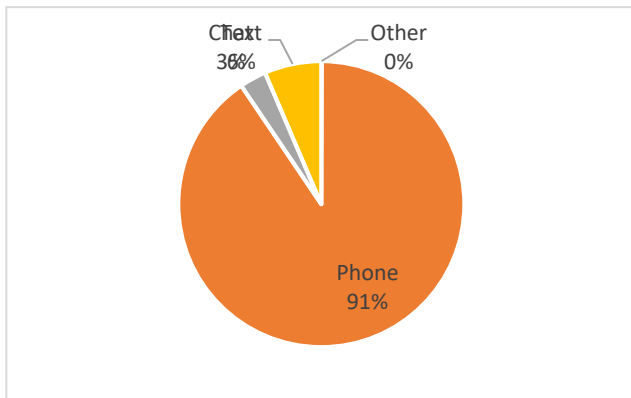
AT A GLANCE

Total Contacts:	Incoming Calls:	Incoming Chats:	Incoming Texts:	Basic Needs Assist Contacts:	Dual Needs:	Military/Veteran Contacts:
1,755	1,588	53	113	1,535	811	145

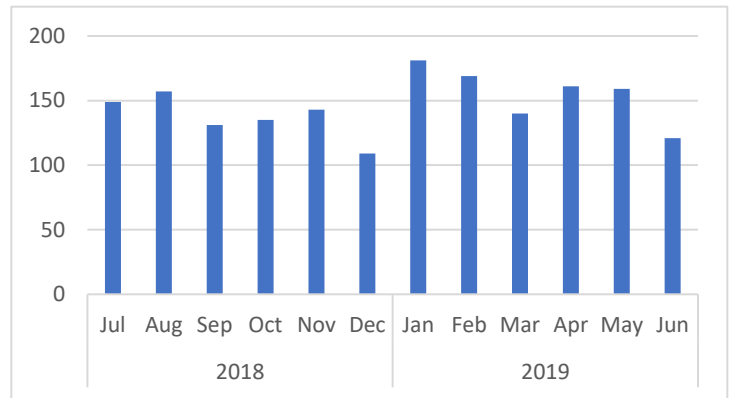
CONTACT VOLUME



TYPE OF CONTACT

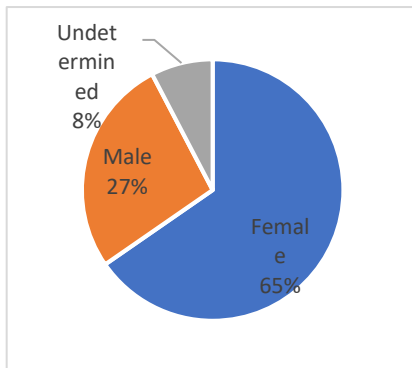


CONTACTS BY MONTH

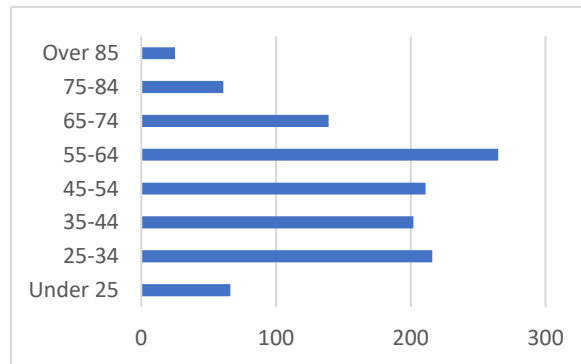


DEMOGRAPHICS

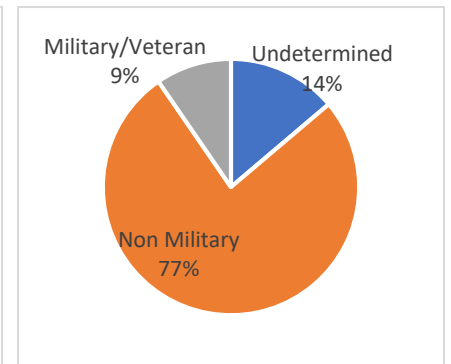
GENDER



AGE



MILITARY STATUS



NEEDS

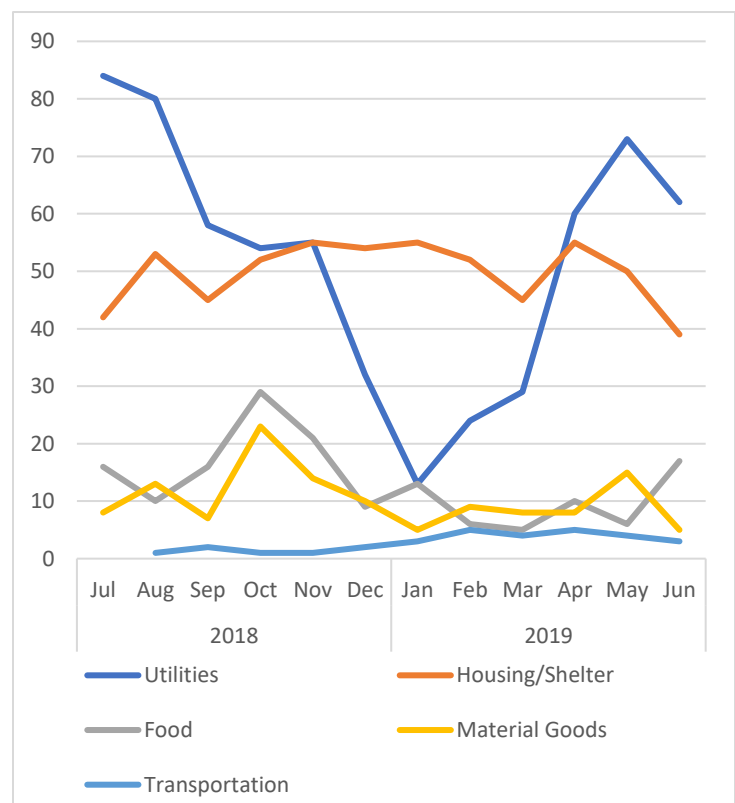
TOP NEEDS

Consumer Services	133
AARP Tax Aide Programs	71
VITA Programs	35
Tax Preparation Assistance	27
Income Support & Employment	120
Undesignated Temporary Financial Assistance	77
Food Stamps/SNAP	31
Comprehensive Job Assistance Centers	12
Organizational/Community/International Services	90
Area Agencies on Aging	43
Shelter Information Services	26
Specialized Information and Referral	21
Individual & Family Life	68
Holiday Gifts/Toys	19
Furnace Maintenance/Repair	19
Benefits Screening	10
Home Maintenance and Minor Repair Services	10
Burial/Cremation Expense Assistance	10
Target Populations	63
Veterans	36
Homeless People	15
Homeless Families	12
Criminal Justice & Legal Services	33
Landlord/Tenant Dispute Resolution	14
General Legal Aid	12
Lawyer Referral Services	7
Health Care	25
Health Insurance Information/Counseling	12
Aging and Disability Resource Centers	7
Community Clinics	6
Mental Health & Substance Use Disorder Services	22
Individual Counseling	6
Mental Health Crisis Lines	6
Talklines/Warmlines	5
Mental Health Screening	5
Education	4
Tuition Assistance	1
Student Financial Aid	1
Early Head Start	1
Scholarships	1
Environment & Public Health/Safety	3
Carbon Monoxide Detectors	1
Smoke Alarms	1

BASIC NEEDS

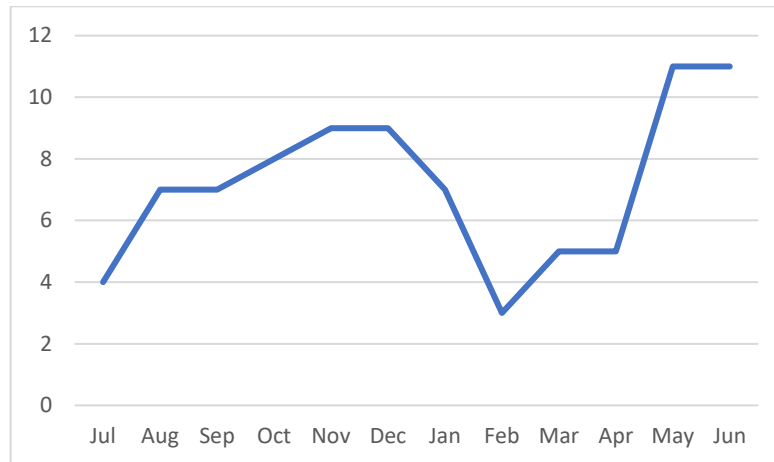
Utilities	585
Electric Service Payment Assistance	307
Gas Service Payment Assistance	210
Water Service Payment Assistance	68
Housing/Shelter	294
Rent Payment Assistance	188
Housing Related Coordinated Entry	55
Rental Deposit Assistance	51
Food	151
Food Pantries	128
Soup Kitchens	19
Formula/Baby Food	4
Material Goods	47
Furniture	18
Diapers	17
Furnaces	12
Transportation	22
Non-Emergency Medical Transportation	16
Transportation Expense Assistance	3
Long Distance Bus Fare	3

BASIC NEEDS BY MONTH



UNMET NEEDS

UNMET NEEDS: MONTHLY COMPARISON

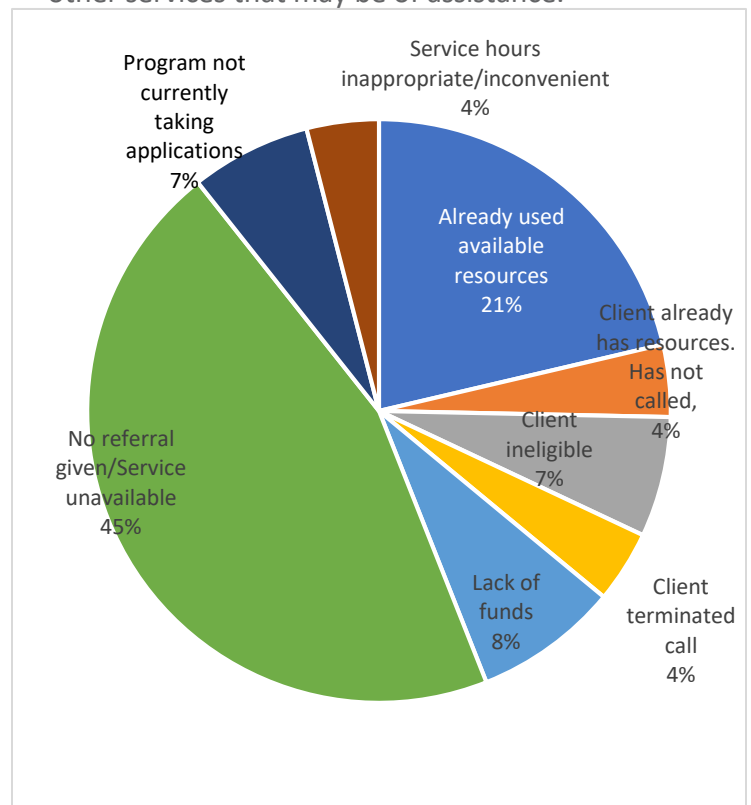


TOP UNMET NEEDS

REASON NEEDS UNMET

Basic Needs	23
Electric Service Payment Assistance	11
Rent Payment Assistance	7
Gas Service Payment Assistance	5
Individual & Family Life	9
Holiday Gifts/Toys	3
Thanksgiving Meals	1
Furnace Maintenance/Repair	1
Yard Maintenance	1
Consumer Services	4
Tax Preparation Assistance	2
AARP Tax Aide Programs	2
Income Support & Employment	3
Child Care Expense Assistance	1
Undesignated Temporary Financial Assistance	1
Organizational/Community/International Services	3
Research	2
Shelter Information Services	1
Education	2
Tuition Assistance	1
Scholarships	1
Target Populations	2
Children and Youth With Disabilities/Health Conditions	1
Adult Volunteers	1
Environment & Public Health/Safety	2
Smoke Alarms	1
Carbon Monoxide Detectors	1
Health Care	1
Prescription Expense Assistance	1

If services don't exist to meet an inquirer's need or if they are deemed ineligible, 2-1-1 records that as an unmet need. In these cases, 2-1-1 resource navigators explore other services that may be of assistance.



Beaver COUNTY: FY 2018-19

TOP REFERRALS	
Cornerstone	656
Salvation Army - Aliquippa Service Center	250
Salvation Army - Beaver Falls Worship and Service Center	142
St. Vincent de Paul Tangible Aid	137
Emergency Shelter Allowance (ESA) - Beaver	90
Franklin Center of Beaver County - Outreach and Referral	90
Catholic Charities of Beaver County - Basic Needs	85
\$1 Energy Fund (Dollar Energy Fund)	76
Salvation Army - Rochester Service Center	67
Emergency Solutions Grant	62
Greater Pittsburgh Community Food Bank - Food Pantry List	61
LIHEAP and Crisis Program (Energy Assistance, Utility Help) - Beaver	58
Beaver County Office on Aging	54
Holy Family Institute Duquesne Light Utility Assistance Program - Aliquippa	51
PA Housing Search Website	48
Produce to People - Beaver County	45
Housing Authority of the County of Beaver - Help House	44
Produce to People Aliquippa	43
Tax Site Locator	42
Neighborhood Legal Services Association - Beaver	38
Hosanna Industries	38
Cornerstone - Supportive Services for Veteran Families	36
Salvation Army - Ambridge Service Unit	36
Cranberry Public Library - AARP Foundation Tax-Aide Site	35
Holy Family Institute Duquesne Light Utility Assistance Program - Beaver Falls	25
Food Stamps / SNAP - Beaver	25
Veterans Leadership Program of Western PA - Financial Assistance	24
Just Harvest Tax Assistance at Robert Morris University	24
Allegheny County DHS - Allegheny Link	23
Salvation Army - Midland Service Unit	23
Community Development Program of Beaver County	21
Zelienople Area Public Library - AARP Foundation Tax-Aide Site	20
Catholic Charities of the Diocese of Pittsburgh - Beaver County Pregnancy and Parenting Support	20
Housing Authority of the County of Beaver	19
Tiger Pause Youth Ministry - Furniture Bank	18
Ladle and the Hearth	17
Housing Opportunities of Beaver County - Mortgage Foreclosure Avoidance	17
Beaver County Department of Veterans Affairs	15
Beaver County Transit Authority Medical Assistance Transportation Program	15
Consumer Health Coalition	15
Toys for Tots - Beaver and Northwestern Allegheny Counties	15
Supplemental Nutrition Assistance Program (SNAP) - Beaver, Butler and Lawrence	14