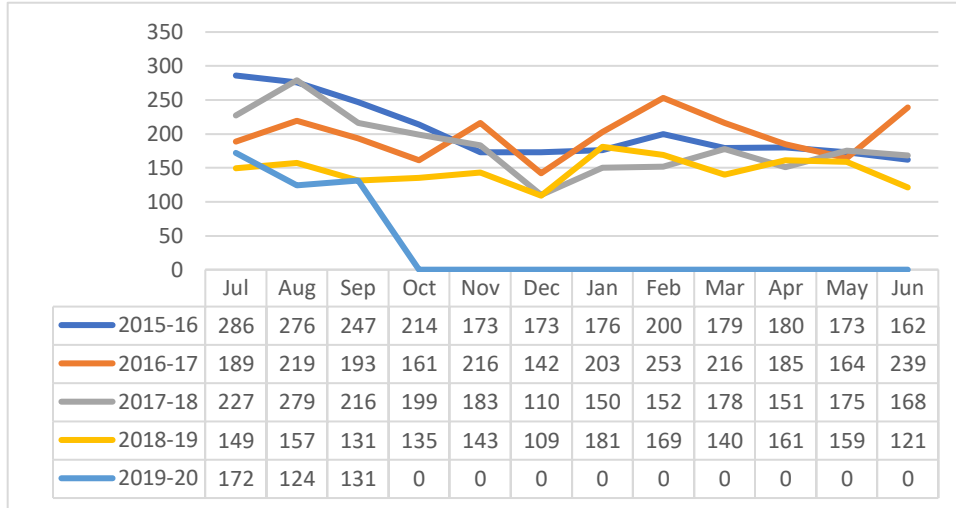
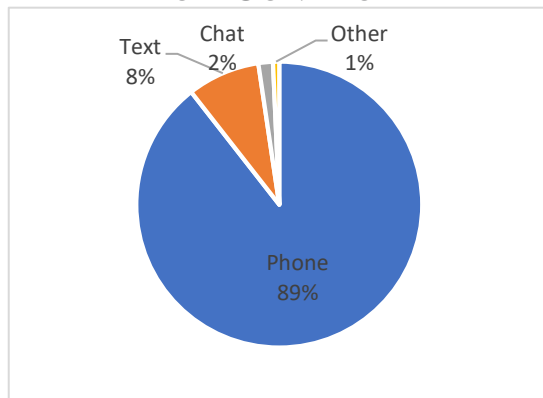


We called PA 2-1-1 Southwest for help when our resources just couldn't stretch any further.
- 2-1-1 caller

CONTACT VOLUME



TYPE OF CONTACT

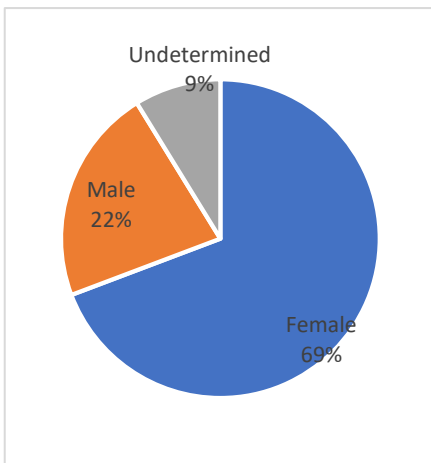


CONTACTS BY ZIP

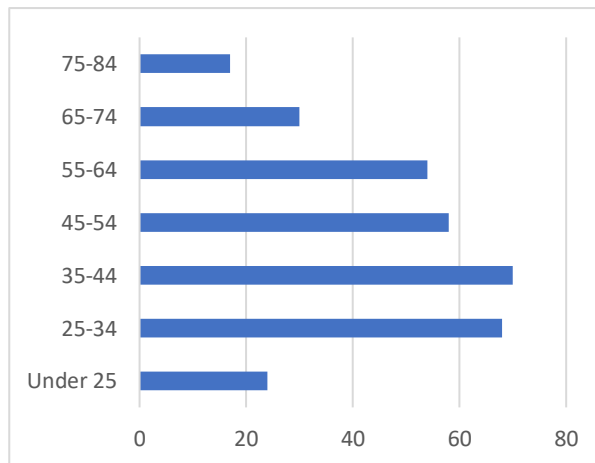
| Zip | Count | Zip | Count |
|-------|-------|-------|-------|
| 16201 | 36 | 15673 | 2 |
| 15656 | 14 | 16249 | 2 |
| 16229 | 12 | 16049 | 1 |
| 16226 | 10 | 16212 | 1 |
| 15690 | 9 | 16240 | 1 |
| 15613 | 8 | 16223 | 1 |
| 16236 | 3 | 16253 | 1 |
| 16259 | 3 | 16224 | 1 |

DEMOGRAPHICS

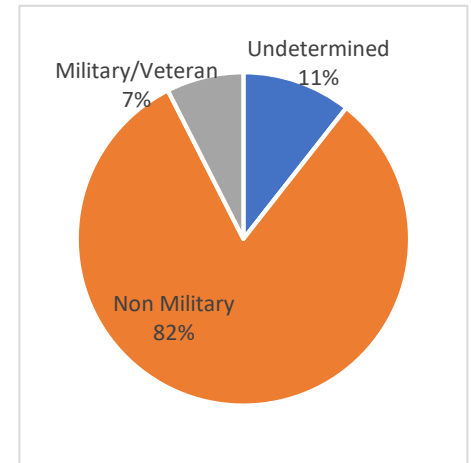
GENDER



AGE



MILITARY STATUS



Beaver County: Q1 FY 2019-20

NEEDS

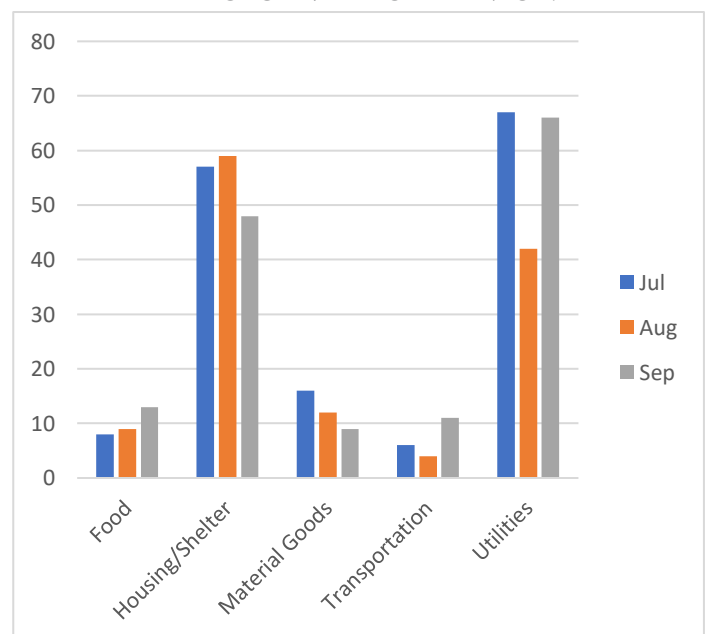
TOP NEEDS

| | |
|--|-----------|
| Income Support & Employment | 31 |
| Undesignated Temporary Financial Assistance | 21 |
| Temporary Financial Assistance | 4 |
| Unemployment Insurance | 3 |
| Medicaid Applications | 3 |
| General Services | 24 |
| Area Agencies on Aging | 12 |
| Specialized Information and Referral | 7 |
| Shelter Information Services | 5 |
| Criminal Justice & Legal Services | 19 |
| Lawyer Referral Services | 6 |
| Veteran Benefits Assistance | 5 |
| Labor Relations | 2 |
| Labor and Employment Law | 2 |
| Family Law | 2 |
| Landlord/Tenant Dispute Resolution | 2 |
| Mental Health & Substance Use Disorder Services | 14 |
| Inpatient Substance Use Disorder Treatment Facilities | 2 |
| Mental Health Crisis Lines | 2 |
| Mental Health Screening | 1 |
| Substance Use Disorder Education/Prevention | 1 |
| Smoking/Vaping Cessation | 1 |
| Individual & Family Life | 13 |
| Home Maintenance and Minor Repair Services | 4 |
| In Home Assistance | 3 |
| Benefits Screening | 3 |
| Furnace Maintenance/Repair | 3 |
| Consumer Services | 6 |
| Credit Counseling | 2 |
| Utility Service Complaints | 2 |
| Property Tax Information | 2 |
| Health Care | 6 |
| Eye Care | 2 |
| Glasses/Contact Lenses | 2 |
| General Dentistry | 2 |
| Environment & Public Health/Safety | 3 |
| Bed Bug Control | 2 |
| 911 Services | 1 |
| Education | 2 |
| School Supplies | 2 |

BASIC NEEDS

| | |
|--------------------------------------|------------|
| Utilities | 167 |
| Electric Service Payment Assistance | 82 |
| Gas Service Payment Assistance | 62 |
| Water Service Payment Assistance | 23 |
| Housing/Shelter | 91 |
| Rent Payment Assistance | 46 |
| Housing Related Coordinated Entry | 25 |
| Transitional Housing/Shelter | 20 |
| Food | 30 |
| Food Pantries | 26 |
| Summer Food Service Programs | 1 |
| Soup Kitchens | 1 |
| Farmers Markets | 1 |
| Home Delivered Meals | 1 |
| Material Goods | 20 |
| Children's Clothing | 7 |
| Diapers | 5 |
| General Clothing Provision | 4 |
| Furnaces | 4 |
| Transportation | 14 |
| Non-Emergency Medical Transportation | 7 |
| Gas Money | 3 |
| Automobile Repair Loans | 2 |
| Local Bus Transit Services | 2 |

BASIC NEEDS BY MONTH



Beaver County: Q1 FY 2019-20

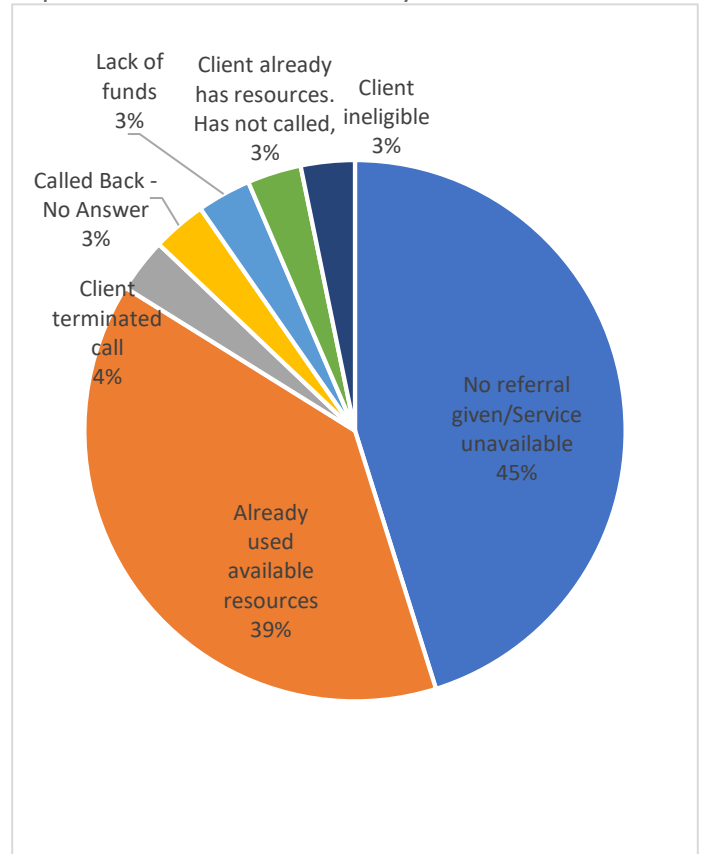
UNMET NEEDS

TOP UNMET NEEDS

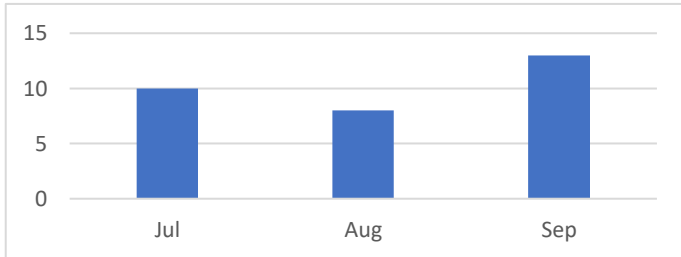
| | |
|---|----------|
| Basic Needs | 9 |
| Home Rehabilitation Programs | 3 |
| Housing Related Coordinated Entry | 2 |
| Automobile Repair Loans | 2 |
| Electric Service Payment Assistance | 2 |
| Individual & Family Life | 3 |
| Christmas Programs | 1 |
| Pet Food | 1 |
| Home Maintenance and Minor Repair Services | 1 |
| General Services | 1 |
| Research | 1 |
| Environment & Public Health/Safety | 1 |
| Bed Bug Control | 1 |
| Target Populations | 1 |
| After School/Summer Program Issues | 1 |
| Income Support & Employment | 1 |
| Child Care Expense Assistance | 1 |

REASON NEEDS UNMET

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.



UNMET NEEDS: MONTHLY COMPARISON



TOP REFERRALS

| Referral Source | Count |
|--|-------|
| Cornerstone | 201 |
| Salvation Army - Aliquippa Service Center | 79 |
| St. Vincent de Paul Tangible Aid | 50 |
| Salvation Army - Beaver Falls Worship and Service Center | 35 |
| Franklin Center of Beaver County - Outreach and Referral | 35 |
| Salvation Army - Ambridge Service Unit | 25 |
| Emergency Shelter Allowance (ESA) - Beaver | 23 |
| Salvation Army - Rochester Service Center | 22 |
| Catholic Charities of Beaver County - Basic Needs | 22 |
| Emergency Solutions Grant | 20 |
| Housing Authority of the County of Beaver - Help House | 19 |
| Beaver County Office on Aging | 16 |
| PA Housing Search Website | 14 |
| Hosanna Industries | 12 |
| Produce to People Aliquippa | 11 |

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| | |
|---|----|
| Greater Pittsburgh Community Food Bank - Food Pantry List | 11 |
| Holy Family Institute Duquesne Light Utility Assistance Program - Aliquippa | 11 |
| Veterans Leadership Program of Western PA - Financial Assistance | 10 |
| Beaver County Department of Veterans Affairs | 9 |
| Salvation Army - Midland Service Unit | 8 |
| Produce to People - Beaver County | 7 |
| Neighborhood Legal Services Association - Beaver | 7 |