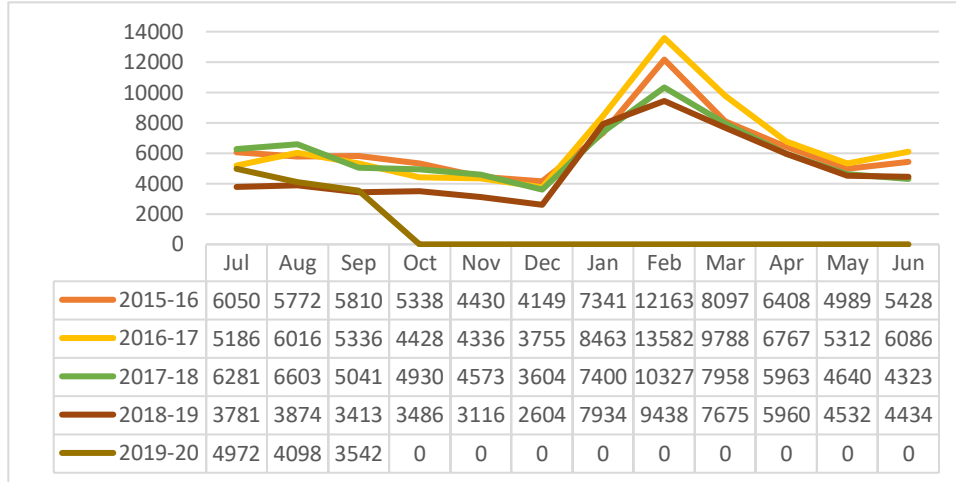
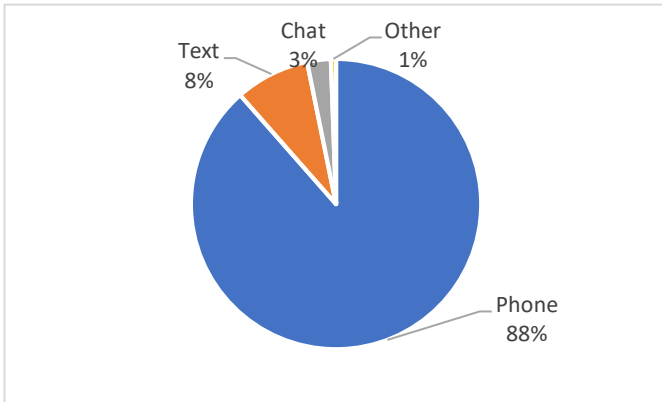


*We called PA 2-1-1 Southwest for help when our resources just couldn't stretch any further.*  
- 2-1-1 caller

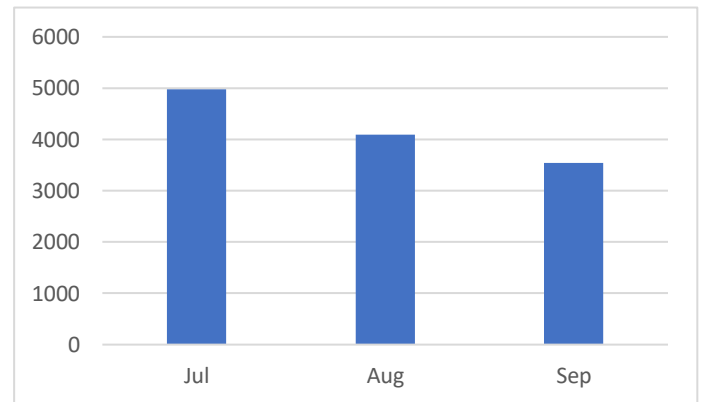
### CONTACT VOLUME



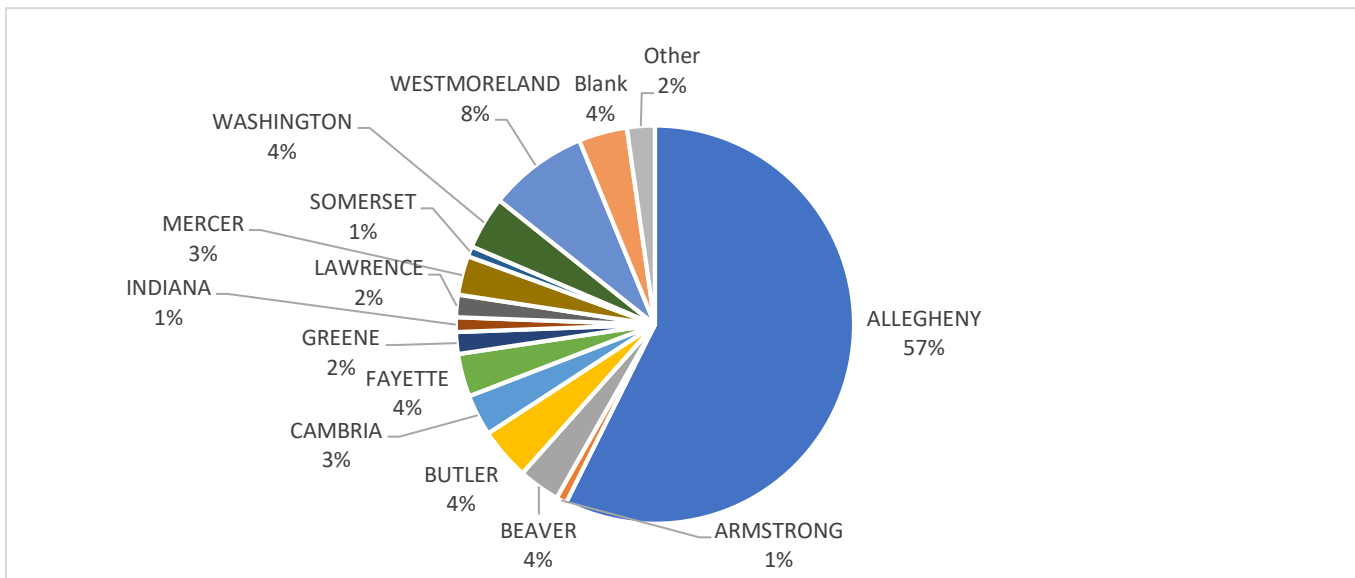
### TYPE OF CONTACT



### CONTACTS BY MONTH



### CONTACTS BY COUNTY



# PA 2-1-1 SOUTHWEST: Q1 FY 2019-20

## NEEDS

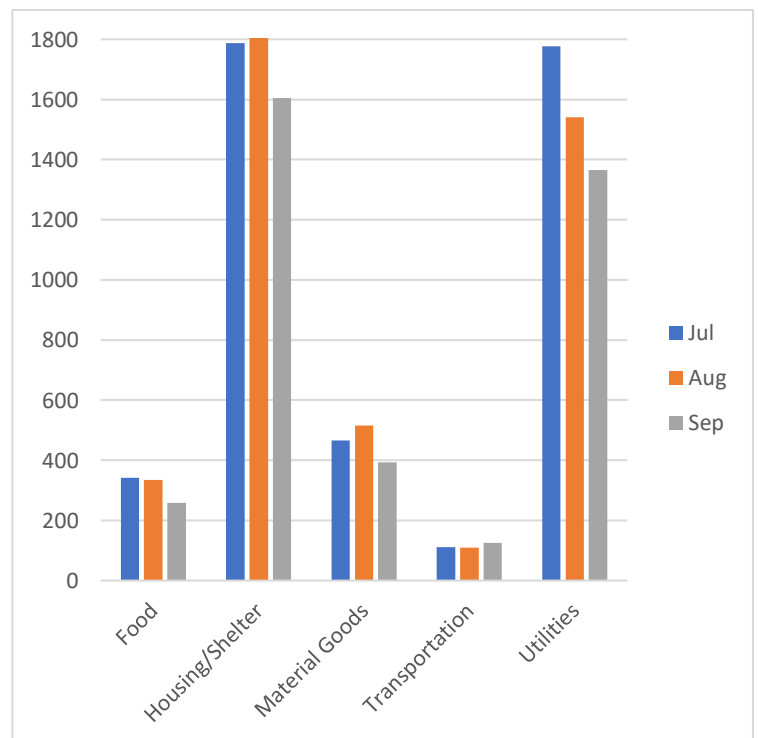
### TOP NEEDS

<b>Income Support &amp; Employment</b>	<b>1206</b>
Undesignated Temporary Financial Assistance	1020
Temporary Financial Assistance	113
Food Stamps/SNAP	73
<b>Organizational/Community/International Services</b>	<b>372</b>
Area Agencies on Aging	128
211 Lead Agencies	124
Specialized Information and Referral	120
<b>Education</b>	<b>314</b>
School Supplies	297
GED/High School Equivalency Test Instruction	7
GED/High School Equivalency Test Sites	5
Tuition Assistance	5
<b>Individual &amp; Family Life</b>	<b>239</b>
Home Maintenance and Minor Repair Services	113
General Minor Home Repair Programs	80
Errand Running/Shopping Assistance	46
<b>Criminal Justice &amp; Legal Services</b>	<b>215</b>
Landlord/Tenant Dispute Resolution	96
Legal Counseling	60
General Legal Aid	59
<b>Health Care</b>	<b>146</b>
Aging and Disability Resource Centers	80
Community Clinics	45
General Dentistry	21
<b>Mental Health &amp; Substance Use Disorder Services</b>	<b>115</b>
Mental Health Crisis Lines	51
Domestic Violence Hotlines	37
Individual Counseling	27
<b>Consumer Services</b>	<b>97</b>
Money Management	37
Mortgage Delinquency and Default Counseling	30
Local Government/Ombudsman Offices	30
<b>Environment &amp; Public Health/Safety</b>	<b>35</b>
Child Passenger Safety Seats	8
Pest Control Services	7
Bed Bug Control	5
Smoke Alarms	5
911 Services	5
Environmental Hazards Information	5

### BASIC NEEDS

<b>Utilities</b>	<b>4432</b>
Electric Service Payment Assistance	2350
Gas Service Payment Assistance	1515
Water Service Payment Assistance	567
<b>Housing/Shelter</b>	<b>2474</b>
Rent Payment Assistance	1517
Housing Related Coordinated Entry	520
Housing Search Assistance	437
<b>Food</b>	<b>841</b>
Food Pantries	766
Soup Kitchens	46
Home Delivered Meals	29
<b>Material Goods</b>	<b>573</b>
Furniture	296
General Furniture Provision	142
General Clothing Provision	135
<b>Transportation</b>	<b>182</b>
Non-Emergency Medical Transportation	99
Automobile Repair Loans	33
Senior Ride Programs	25

### BASIC NEEDS BY MONTH



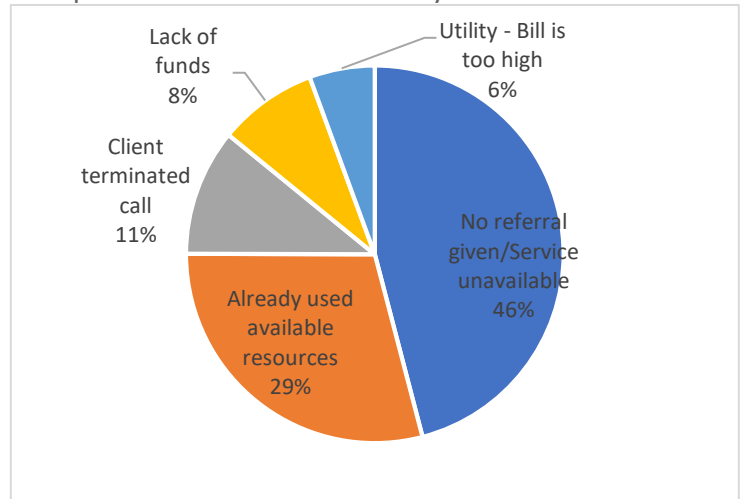
## UNMET NEEDS

### TOP UNMET NEEDS

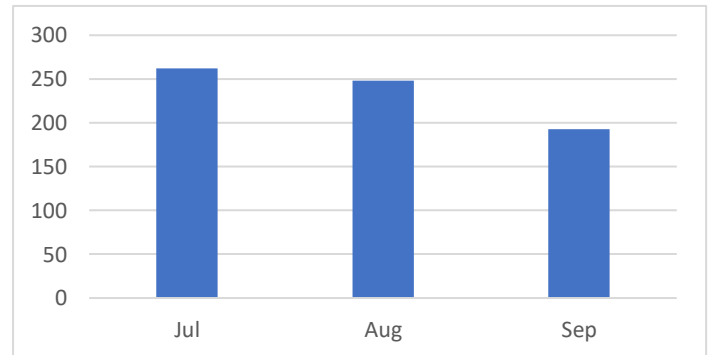
<b>Basic Needs</b>	<b>188</b>
Electric Service Payment Assistance	115
Rent Payment Assistance	39
Gas Service Payment Assistance	34
<b>Organizational/Community/International Services</b>	<b>24</b>
Research	17
Directory Assistance	3
211 Lead Agencies	2
Area Agencies on Aging	2
<b>Income Support &amp; Employment</b>	<b>20</b>
Undesignated Temporary Financial Assistance	12
Child Care Expense Assistance	5
TANF	3
<b>Consumer Services</b>	<b>19</b>
Tax Preparation Assistance	7
Identification Cards	2
VITA Program Sites	1
<b>Individual &amp; Family Life</b>	<b>17</b>
Home Maintenance and Minor Repair Services	7
Water Heater Maintenance/Repair	6
General Minor Home Repair Programs	4
<b>Education</b>	<b>15</b>
School Supplies	9
Tuition Assistance	3
Free School Supplies	3

### 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.

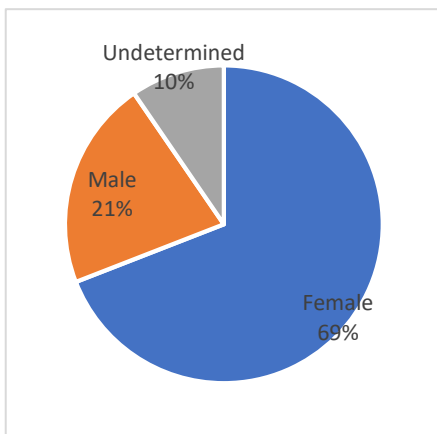


### UNMET NEEDS: MONTHLY COMPARISON

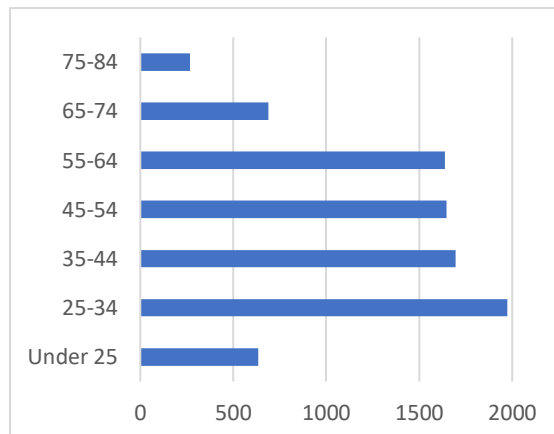


## DEMOGRAPHICS

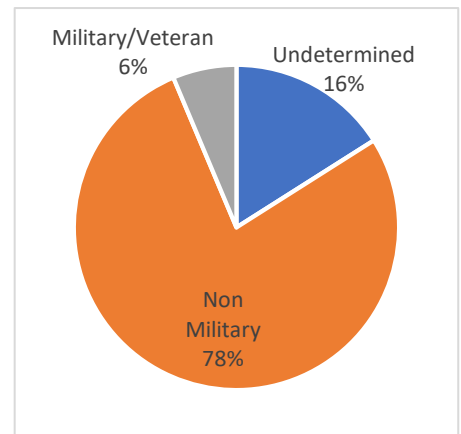
### GENDER



### AGE



### MILITARY STATUS



## PA 2-1-1 SOUTHWEST: Q1 FY 2019-20

TOP REFERRALS	
Allegheny County DHS - Allegheny Link	1751
St. Vincent de Paul Tangible Aid	1542
Community Human Services Corporation - Home Matters Coalition	1424
Community Human Services Corporation - One Time Assistance for Utility Arrears	955
Salvation Army - Steel Valley Worship and Service Center	547
PA Housing Search Website	420
Greater Pittsburgh Community Food Bank - Food Pantry List	330
Salvation Army Western Pennsylvania Division - McKeesport Worship and Service Center	295
Catholic Charities of the Diocese of Greensburg Westmoreland Electric Bill Payment Assistance	237
Salvation Army - Pittsburgh North Boroughs Worship and Service Center	235
US Housing and Urban Development ( HUD )- Pittsburgh Field Office	231
The Blessing Board - Oakmont	228
East End Cooperative Ministry Shelter	226
Center for Community Resources - Utility Assistance	213
Cornerstone	207
Salvation Army - Pittsburgh Temple Worship and Service Center	204
North Hills Community Outreach - Siemer	201
Salvation Army - Pittsburgh Westside Worship and Service Center	199
Catholic Charities of the Diocese of Pittsburgh Washington County	191
Veterans Leadership Program of Western PA - Financial Assistance	188
Salvation Army - Pittsburgh Homewood/Brushton Worship and Service Center	179
ACTION-Housing - Housing Connector	176
Blueprints - Homeless Assistance Program	173
Catholic Charities of the Diocese of Greensburg Fayette Electric Bill Payment Assistance	168
Salvation Army - Johnstown Worship and Service Center	163
YWCA of Greater Pittsburgh - Women's Impact Network	162
Macedonia Family and Community Enrichment Center - Lifeline	161
Operation Safety Net - Housing Stabilization Program	161
Bethlehem Haven - Emergency Shelter	152
Pittsburgh Community Services - Bi-weekly Rental Sheet	151
Greene County United Way - Stuff the Bus	149
Catholic Charities of the Diocese of Greensburg Westmoreland Rent Assistance	142
Catholic Charities of the Diocese of Pittsburgh, Inc.	134
Hosanna Industries	133
St. Vincent dePaul Temporary Financial Assistance	132