

“PA 2-1-1 Southwest helped us find services when we thought we weren’t eligible for assistance.”
- 2-1-1 caller

CONTACT VOLUME

112
PHONE

Last month: 149
Last year: 157

3
CHAT

Last month: 2
Last year: 2

6
TEXT

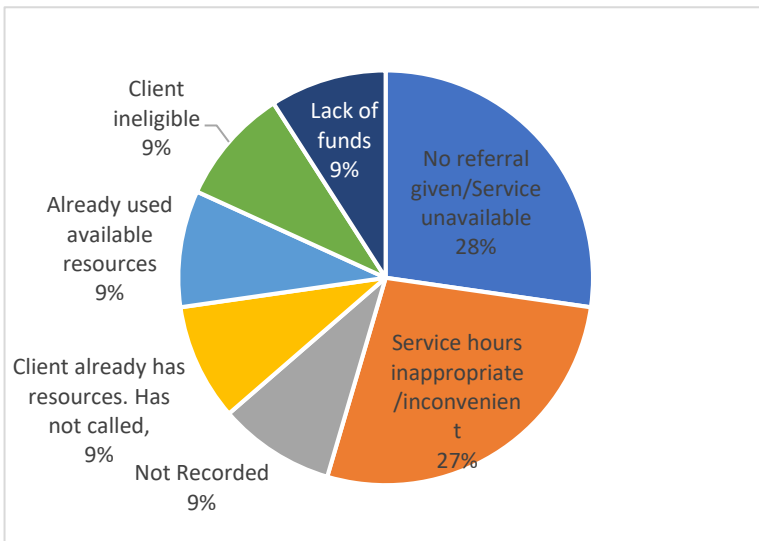
Last month: 9
Last year: 15

NEEDS

					
62 UTILITIES	39 HOUSING	17 FOOD	10 INCOME SUPPORT & EMPLOYMENT	10 INDIVIDUAL & FAMILY LIFE	9 CRIMINAL JUSTICE & LEGAL

If services don't exist to meet a contacts 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.

REASON NEED UNMET



TOP NEEDS

Gas Service Payment Assistance	28
Electric Service Payment Assistance	27
Rent Payment Assistance	16
Food Pantries	11
Housing Related Coordinated Entry	8
Undesignated Temporary Financial Assistance	5
Soup Kitchens	4
Water Service Payment Assistance	4

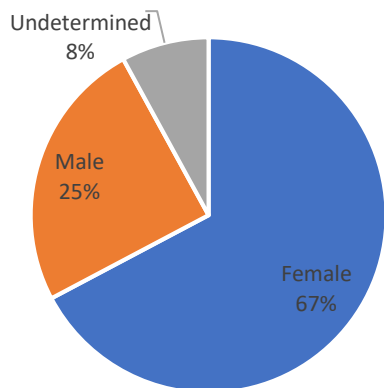
TOP UNMET NEEDS

Electric Service Payment Assistance	3
Children and Youth With Disabilities/Health Conditions	1
Soup Kitchens	1
Rent Payment Assistance	1
Community Meals	1
Yard Maintenance	1
Youth Enrichment Programs	1
Child Care Expense Assistance	1

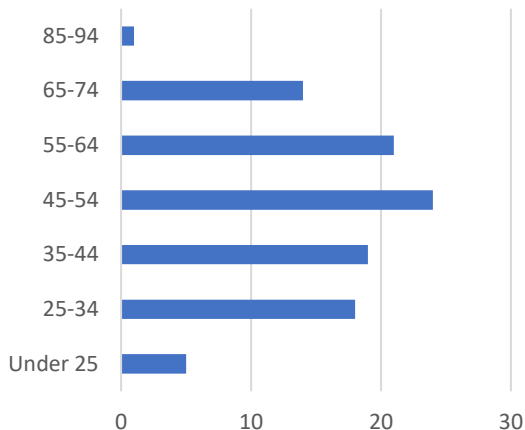
PA 2-1-1 Southwest Thanks our Sponsors

DEMOGRAPHICS

GENDER



AGE



TOP ZIP CODES

15001	32
15010	22
15066	11
15003	11
15009	10
15061	7
15074	7
15059	6
15005	3
15052	2

TOP REFERRALS

Cornerstone	59
Salvation Army - Aliquippa Service Center	24
Salvation Army - Beaver Falls Worship and Service Center	12
Franklin Center of Beaver County - Outreach and Referral	11
Catholic Charities of Beaver County - Basic Needs	9
St. Vincent de Paul Tangible Aid	9
Greater Pittsburgh Community Food Bank - Food Pantry List	7
Holy Family Institute Duquesne Light Utility Assistance Program - Aliquippa	6
Salvation Army - Midland Service Unit	5
Neighborhood Legal Services Association - Beaver	5
Emergency Shelter Allowance (ESA) - Beaver	5
Holy Family Institute Duquesne Light Utility Assistance Program - Beaver Falls	5
Allegheny County DHS - Allegheny Link	4
Salvation Army - Rochester Service Center	4
PA Public Utility Commission - Consumer Services Bureau	4
Beaver County Office on Aging	3
Salvation Army - Ambridge Service Unit	3
Emergency Solutions Grant	3
\$1 Energy Fund (Dollar Energy Fund)	2
Four Mile Church - The Center	2
Travelers Aid Society of Pittsburgh Greyhound Bus Terminal	2
Valley Care Association - Home Safe Home	2
Franklin Center of Beaver County - No Square Pants Children's Clothing	2
Housing Authority of the County of Beaver - Help House	2
Catholic Charities of the Diocese of Pittsburgh - Beaver County Pregnancy and Parenting Support	2