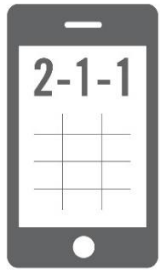


“ I tried to help my family and ended up needing help myself. I’m glad 2-1-1 was there for me. ”
- Recent 2-1-1 caller

CONTACT VOLUME



3,129

PHONE CONTACTS

Last month: 3,495
Last year: 3,695



5,683

WEBSITE VISITS

Last month: 6,752
Last year: 4,646



389

CHAT & TEXT

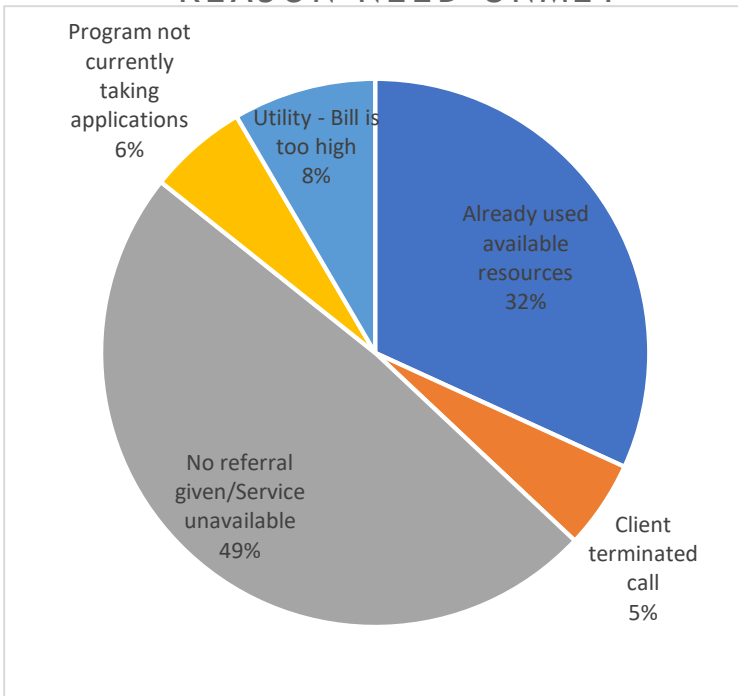
Last month: 570
Last year: 339

NEEDS

1366 UTILITIES	1604 HOUSING	414 INCOME SUPPORT & EMPLOYMENT	393 MATERIAL GOODS	259 FOOD	253 INDIVIDUAL & FAMILY LIFE

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

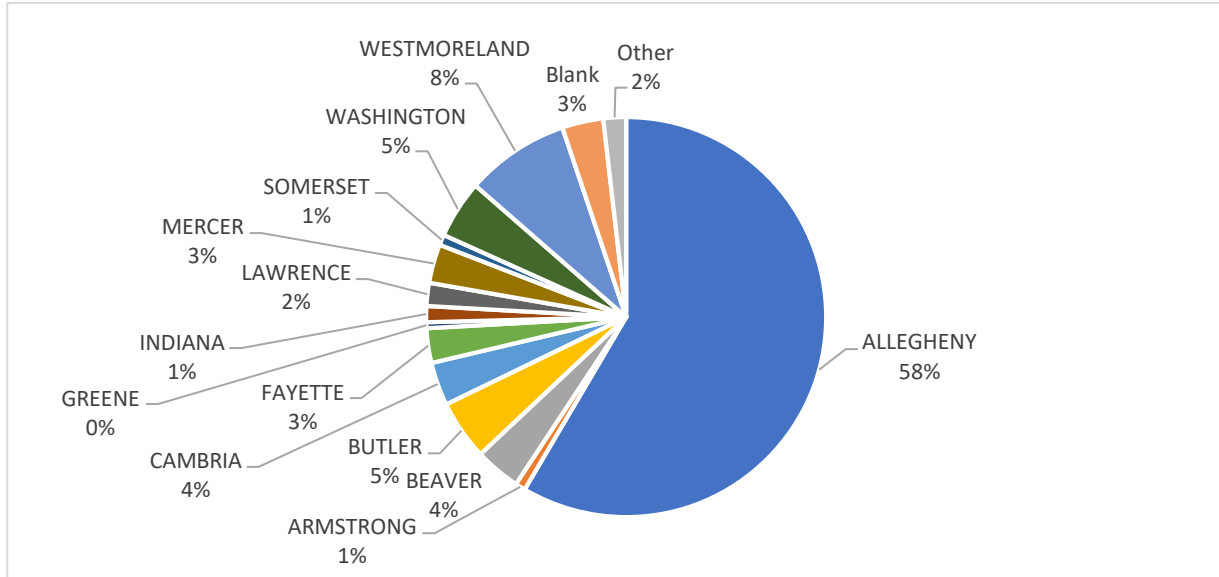
Electric Service Payment Assistance	700
Rent Payment Assistance	487
Gas Service Payment Assistance	414
Undesignated Temporary Financial Assistance	252
Food Pantries	211
Water Service Payment Assistance	175
Housing Related Coordinated Entry	156
Community Shelters	130
Rental Deposit Assistance	118
Housing Search Assistance	118

TOP UNMET NEEDS

Electric Service Payment Assistance	31
Rent Payment Assistance	13
Water Service Payment Assistance	8
Gas Service Payment Assistance	8
Community Shelters	6
Automobile Repair Loans	4
Property Tax Payment Assistance	4
Automobile Payment Assistance	4
Undesignated Temporary Financial Assistance	4
Housing Related Coordinated Entry	4

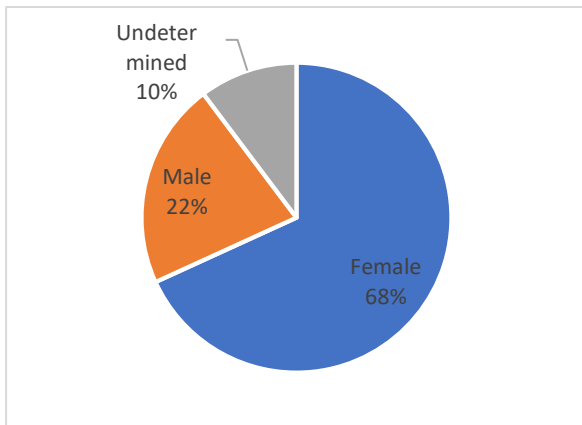
PA 2-1-1 SOUTHWEST: September 2019

CONTACTS BY COUNTY

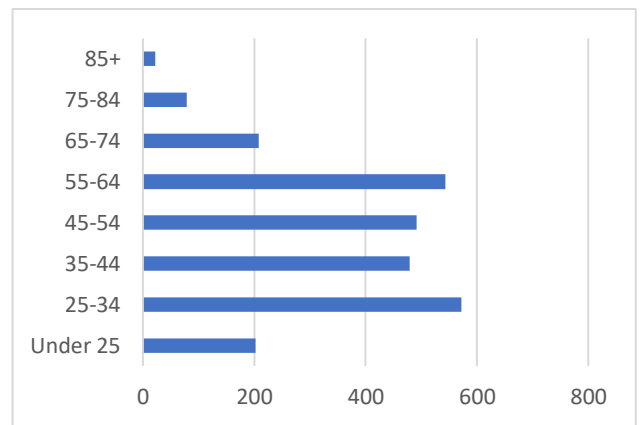


DEMOGRAPHICS

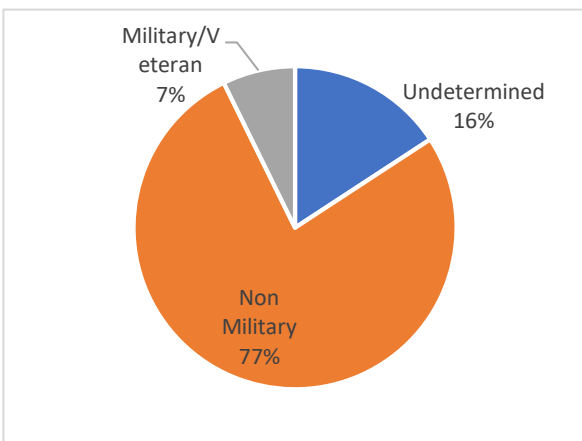
GENDER



AGE



MILITARY STATUS



TOP ZIP CODES

Zip	Count	Zip	Count
15221	150	15136	61
15210	135	15301	57
15212	121	15208	52
15132	118	15120	49
16001	96	15214	49
15206	83	15068	46
15219	82	15147	44
15104	75	15205	43
15235	74	16101	43

2-1-1 Thanks Our Sponsors



PA 2-1-1 SOUTHWEST: September 2019

TOP REFERRALS	
Allegheny County DHS - Allegheny Link	535
Community Human Services Corporation - Home Matters Coalition	486
St. Vincent de Paul Tangible Aid	464
Community Human Services Corporation - One Time Assistance for Utility Arrears	235
Salvation Army - Steel Valley Worship and Service Center	148
PA Housing Search Website	106
Salvation Army Western Pennsylvania Division - McKeesport Worship and Service Center	89
East End Cooperative Ministry Shelter	84
Greater Pittsburgh Community Food Bank - Food Pantry List	80
Catholic Charities of the Diocese of Greensburg Westmoreland Electric Bill Payment Assistance	70
Center for Community Resources - Utility Assistance	69
Cornerstone	66
\$1 Energy Fund (Dollar Energy Fund)	66
The Blessing Board - Oakmont	65
Catholic Charities of the Diocese of Pittsburgh Washington County	65
US Housing and Urban Development (HUD)- Pittsburgh Field Office	63
Operation Safety Net - Housing Stabilization Program	59
Macedonia Family and Community Enrichment Center - Lifeline	59
Bethlehem Haven - Emergency Shelter	55
Salvation Army - Pittsburgh Temple Worship and Service Center	55
Salvation Army - Pittsburgh North Boroughs Worship and Service Center	54
Catholic Charities of the Diocese of Greensburg Fayette Electric Bill Payment Assistance	52
North Hills Community Outreach - Siemer	49
Veterans Leadership Program of Western PA - Financial Assistance	48
Salvation Army - Pittsburgh Westside Worship and Service Center	47
Salvation Army - Johnstown Worship and Service Center	45
ACTION-Housing - Housing Connector	45
Catholic Charities of the Diocese of Pittsburgh, Inc.	42
Salvation Army - Washington Worship and Service Center	42
Salvation Army - Pittsburgh Homewood/Brushton Worship and Service Center	41
Veterans Leadership Program of Western PA - Supportive Services for Veteran Families (SSVF)	41
Pittsburgh Community Services - Bi-weekly Rental Sheet	39
Hosanna Industries	39
Catholic Charities of the Diocese of Greensburg Westmoreland Rent Assistance	39
Emergency Shelter Allowance (ESA) - Southeast	39
Appliance Warehouse	39
Urban League of Greater Pittsburgh - Emergency Food Assistance (EFA)	36
St. Vincent dePaul Temporary Financial Assistance	36
Northside Common Ministries Pleasant Valley Shelter	36
Light of Life Rescue Mission Men's Emergency Shelter	35