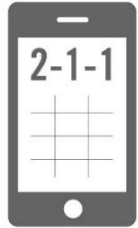


“ I tried to help my family and ended up needing help myself. I’m glad 2-1-1 was there for me. ”  
- Recent 2-1-1 caller



**4,112**  
**PHONE CONTACTS**  
Last month: 3,129  
Last year: 3,287



**6,139**  
**WEBSITE VISITS**  
Last month: 5,683  
Last year: 4,143



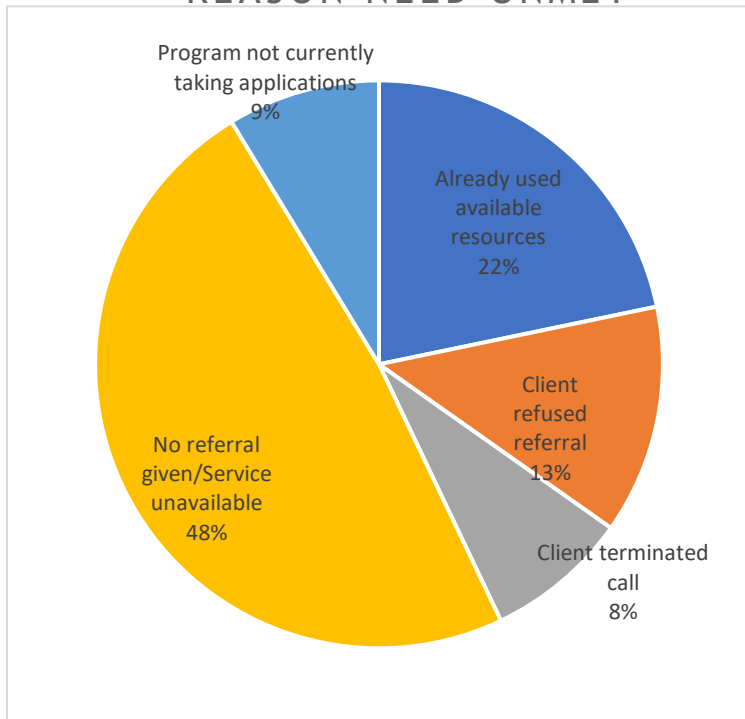
**395**  
**CHAT & TEXT**  
Last month: 389  
Last year: 380

**NEEDS**

<b>1364</b> <b>UTILITIES</b>	<b>2286</b> <b>HOUSING</b>	<b>465</b> <b>INCOME SUPPORT &amp; EMPLOYMENT</b>	<b>590</b> <b>MATERIAL GOODS</b>	<b>371</b> <b>FOOD</b>	<b>541</b> <b>INDIVIDUAL &amp; FAMILY LIFE</b>

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**

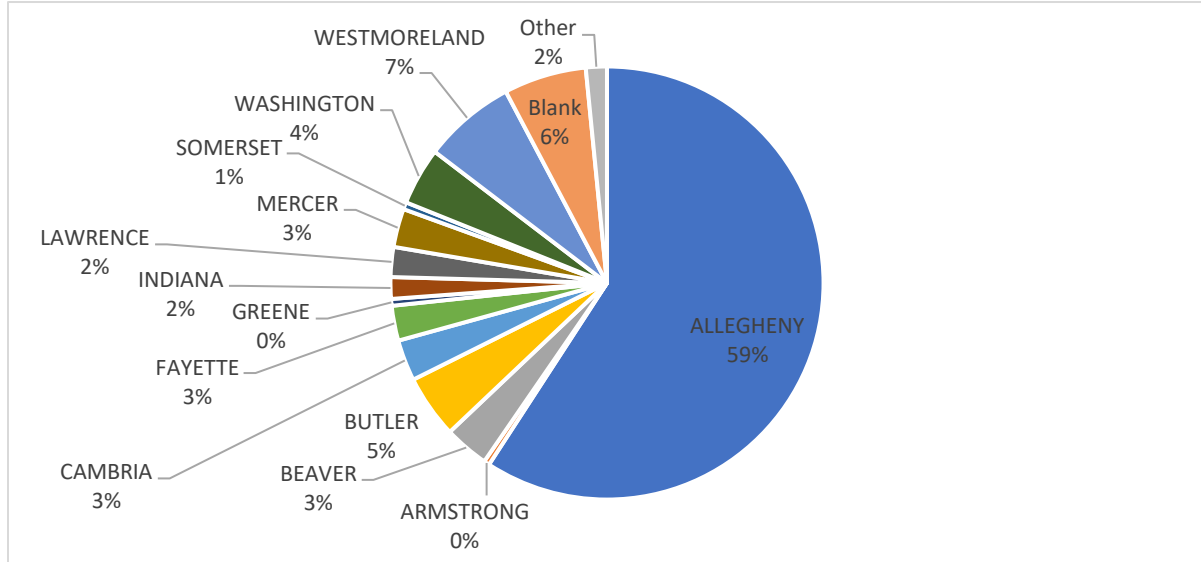
Electric Service Payment Assistance	675
Rent Payment Assistance	613
Gas Service Payment Assistance	374
Food Pantries	321
Undesignated Temporary Financial Assistance	224
Housing Related Coordinated Entry	218
Water Service Payment Assistance	212
Housing Search Assistance	204
Low Cost Home Rental Listings	178
Community Shelters	149

**TOP UNMET NEEDS**

Electric Service Payment Assistance	25
Comprehensive Information and Referral	20
Rent Payment Assistance	15
Thanksgiving Baskets	9
Housing Related Coordinated Entry	6
Water Service Payment Assistance	5
Food Pantries	5
Thanksgiving Meals	5
Gas Service Payment Assistance	4
Gas Money	4

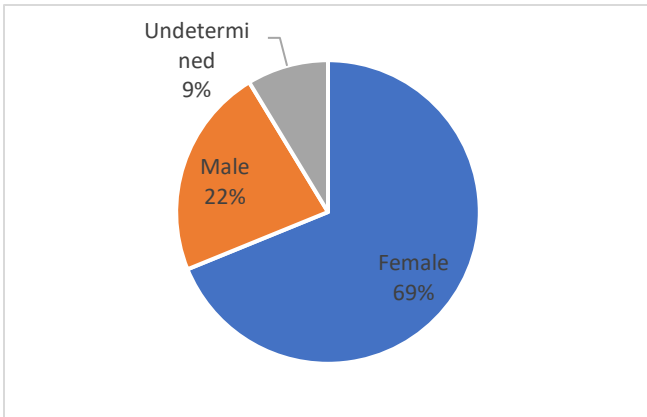
# PA 2-1-1 SOUTHWEST: October 2019

## CONTACTS BY COUNTY

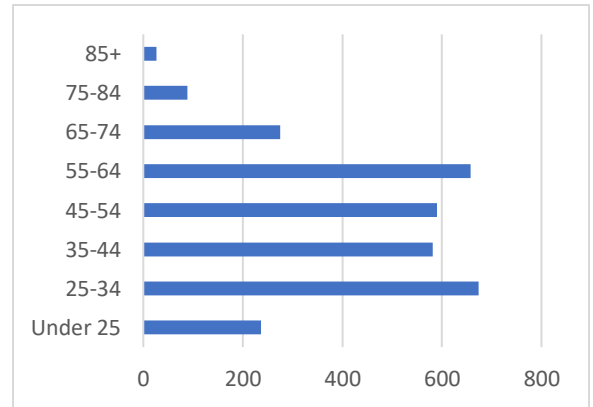


## DEMOGRAPHICS

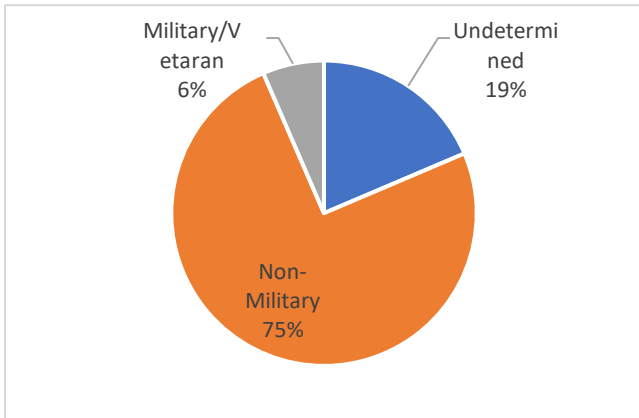
### GENDER



### AGE



### MILITARY STATUS



### TOP ZIP CODES

Zip	Count	Zip	Count
15221	170	15301	73
15210	158	15235	70
15212	141	15104	68
15132	135	15120	67
15206	133	16101	66
15219	116	15601	66
16001	111	15110	64
15136	94	15025	63
15208	80	15227	62

2-1-1 Thanks Our Sponsors



## PA 2-1-1 SOUTHWEST: October 2019

<b>TOP REFERRALS</b>	
Allegheny County DHS - Allegheny Link	740
Community Human Services Corporation - Home Matters Coalition	475
St. Vincent de Paul Tangible Aid	402
\$1 Energy Fund ( Dollar Energy Fund )	290
PA Housing Search Website	210
Community Human Services Corporation - One Time Assistance for Utility Arrears	196
US Housing and Urban Development ( HUD )- Pittsburgh Field Office	149
Salvation Army - Steel Valley Worship and Service Center	134
Greater Pittsburgh Community Food Bank - Food Pantry List	131
ACTION-Housing - Housing Connector	113
Salvation Army Western Pennsylvania Division - McKeesport Worship and Service Center	109
Urban League of Greater Pittsburgh - A Thanksgiving Distribution	95
Operation Safety Net - Housing Stabilization Program	94
East End Cooperative Ministry Shelter	84
Center for Community Resources - Utility Assistance	78
Pittsburgh Community Services - Bi-weekly Rental Sheet	76
Salvation Army - Pittsburgh North Boroughs Worship and Service Center	75
The Blessing Board - Oakmont	70
Catholic Charities of the Diocese of Pittsburgh Washington County	68
Catholic Charities of the Diocese of Greensburg Westmoreland Electric Bill Payment Assistance	64
Salvation Army - Pittsburgh Temple Worship and Service Center	63
Emergency Shelter Allowance (ESA) - Southeast	61
Bethlehem Haven - Emergency Shelter	60
Salvation Army - Pittsburgh Westside Worship and Service Center	59
Cornerstone	59
Get Stuffed with Love - Police Thanksgiving Delivery	56
Hosanna Industries	55
Operation Better Block - Bridge to Benefits (B2B)	49
Salvation Army - Washington Worship and Service Center	48
Veterans Leadership Program of Western PA - Financial Assistance	45
North Hills Community Outreach - Siemer	43
Appliance Warehouse	43
Nazareth Housing Homeowner Assistance Program	43
Salvation Army - Pittsburgh Homewood/Brushton Worship and Service Center	43
Allegheny County Department of Veterans Services	43
Holy Family Institute Duquesne Light Utility Assistance Program - McKeesport	43
Light of Life Rescue Mission Men's Emergency Shelter	43
Lighthouse Foundation - Whole Life Ministries Program	42
Pittsburgh Community Services - Utility Assistance	41
Neighborhood Legal Services Association - Allegheny	41