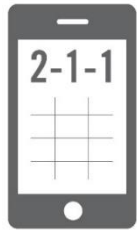


“ I tried to help my family and ended up needing help myself. I’m glad 2-1-1 was there for me. ”
- Recent 2-1-1 caller



3,591

PHONE CONTACTS

Last month: 4,112
Last year: 2,956

CONTACT VOLUME



5,101

WEBSITE VISITS

Last month: 6,139
Last year: 4,946



505

CHAT & TEXT

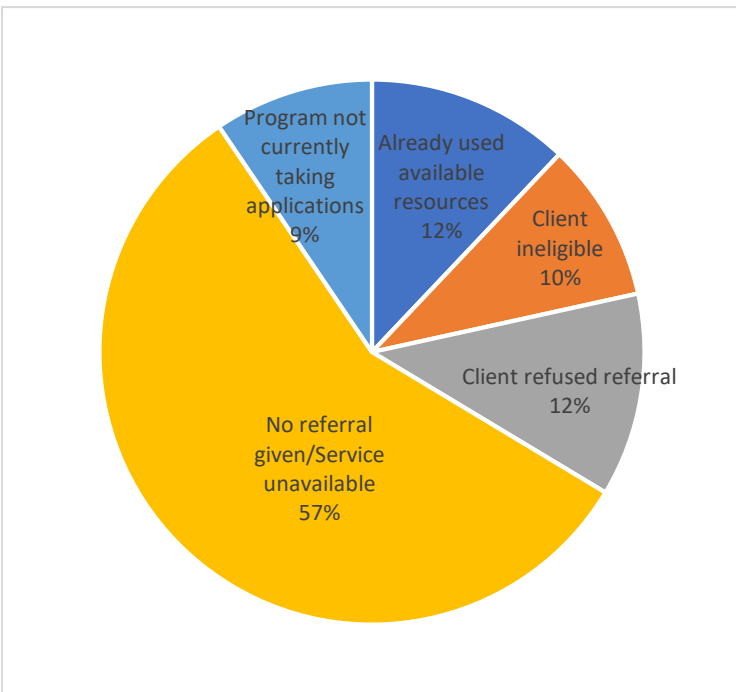
Last month: 395
Last year: 362

NEEDS

814 UTILITIES	1964 HOUSING	338 INCOME SUPPORT & EMPLOYMENT	507 MATERIAL GOODS	434 FOOD	815 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

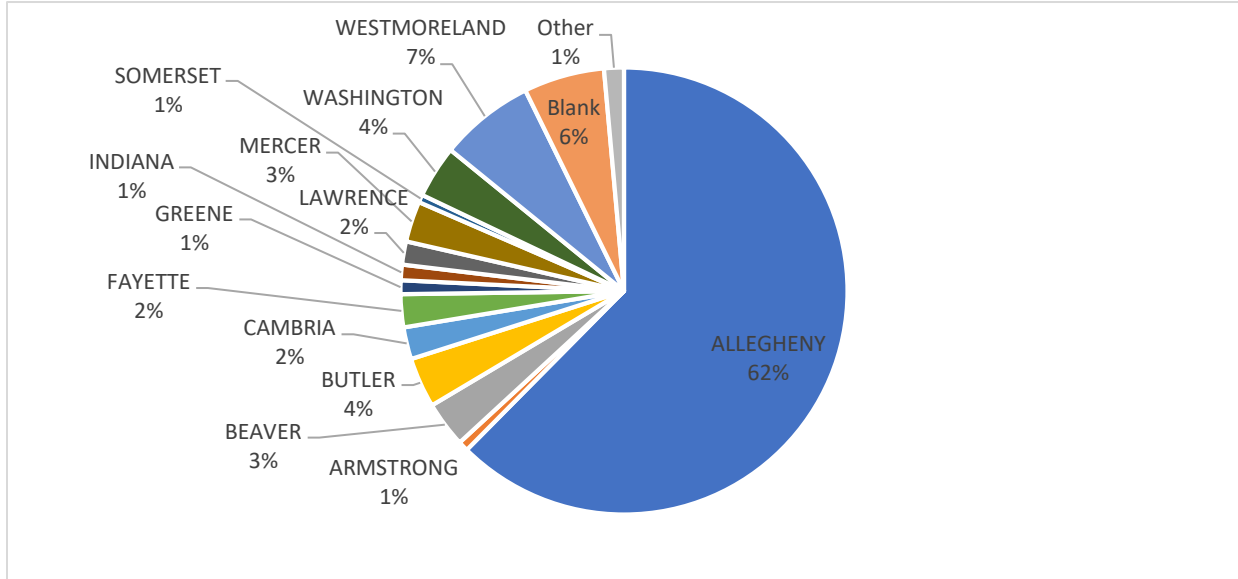
Rent Payment Assistance	574
Food Pantries	389
Electric Service Payment Assistance	371
Housing Related Coordinated Entry	230
Holiday Gifts/Toys	204
Undesignated Temporary Financial Assistance	177
Water Service Payment Assistance	175
Gas Service Payment Assistance	170
Thanksgiving Baskets	166
Housing Search Assistance	148

TOP UNMET NEEDS

Thanksgiving Baskets	28
Comprehensive Information and Referral	21
Directory Assistance	15
Topical Identifiers/Issues	14
Housing Related Coordinated Entry	12
Rent Payment Assistance	12
Thanksgiving Meals	10
Water Service Payment Assistance	9
Holiday Gifts/Toys	8
Automobile Payment Assistance	7

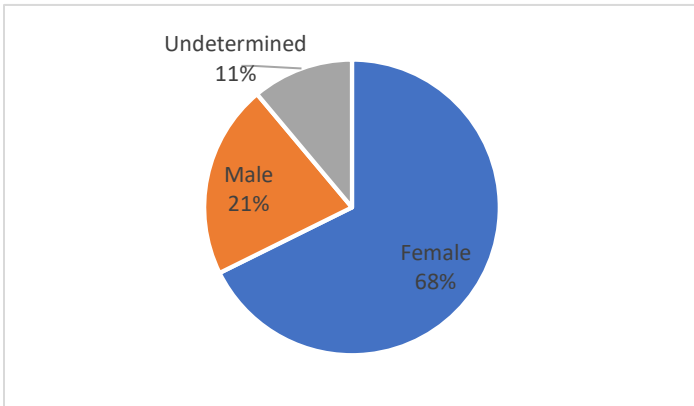
PA 2-1-1 SOUTHWEST: November 2019

CONTACTS BY COUNTY

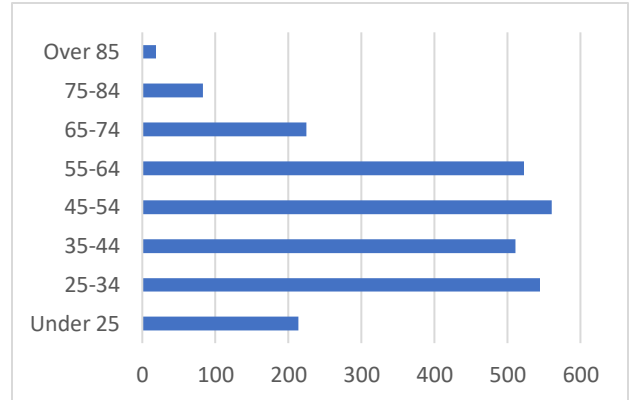


DEMOGRAPHICS

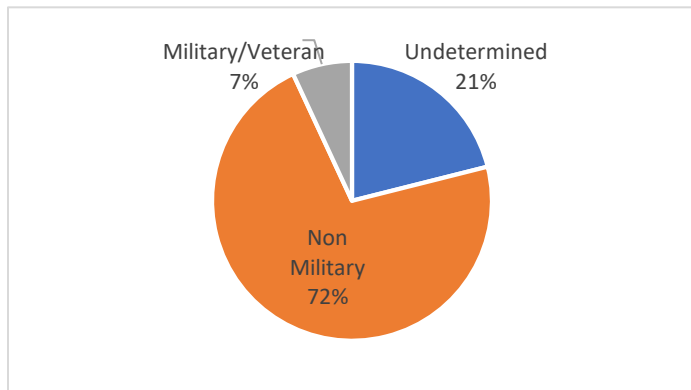
GENDER



AGE



MILITARY STATUS



TOP ZIP CODES

Zip	Count	Zip	Count
15210	184	16001	66
15221	160	15204	66
15132	135	15104	63
15206	125	15110	61
15212	122	15227	59
15219	109	15207	56
15235	83	15208	54
15136	81	15601	53
15120	67	15301	51

2-1-1 Thanks Our Sponsors



PA 2-1-1 SOUTHWEST: November 2019

TOP REFERRALS	
Allegheny County DHS - Allegheny Link	607
Community Human Services Corporation - Home Matters Coalition	353
St. Vincent de Paul Tangible Aid	238
\$1 Energy Fund (Dollar Energy Fund)	166
Greater Pittsburgh Community Food Bank - Food Pantry List	161
PA Housing Search Website	155
Operation Safety Net - Housing Stabilization Program	132
Play it Forward Pittsburgh	126
Toys for Tots - Allegheny County	121
Community Human Services Corporation - One Time Assistance for Utility Arrears	112
US Housing and Urban Development (HUD)- Pittsburgh Field Office	104
Get Stuffed with Love - Police Thanksgiving Delivery	88
Salvation Army Western Pennsylvania Division - McKeesport Worship and Service Center	84
ACTION-Housing - Housing Connector	81
Salvation Army - Steel Valley Worship and Service Center	80
Hosanna Industries	60
East End Cooperative Ministry Shelter	59
Pittsburgh Community Services - Bi-weekly Rental Sheet	56
Bethlehem Haven - Emergency Shelter	52
Salvation Army - Pittsburgh North Boroughs Worship and Service Center	49
Emergency Shelter Allowance (ESA) - Southeast	49
United Way Worldwide - LYFT Project	49
Intersection	48
Salvation Army - Pittsburgh Westside Worship and Service Center	46
Cornerstone	44
Emergency Shelter Allowance (ESA) - Allegheny	44
Catholic Charities of the Diocese of Greensburg Westmoreland Rent Assistance	41
Appliance Warehouse	41
Salvation Army - Pittsburgh Temple Worship and Service Center	41
Salvation Army - Pittsburgh Homewood/Brushton Worship and Service Center	39
The Blessing Board - Oakmont	39
Westmoreland Community Action - Homeless Services	39
Community Human Services Corporation - Housing Assistance Programs	38
Neighborhood Legal Services Association - Allegheny	37
Blueprints - Homeless Assistance Program	37
North Hills Community Outreach - Siemer	37
Catholic Charities of the Diocese of Pittsburgh Washington County	35
Nazareth Housing Homeowner Assistance Program	35
LIHEAP and Crisis Program (Energy Assistance, Utility Help) - Allegheny	35
Prince of Peace Center - Emergency Services	34