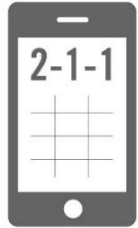


*I tried to help my family and ended up needing help myself. I'm glad 2-1-1 was there for me.*  
- Recent 2-1-1 caller



**2,904**

**PHONE CONTACTS**

Last month: 3,591  
Last year: 2,509

**CONTACT VOLUME**



**3,966**

**WEBSITE VISITS**

Last month: 5,101  
Last year: 3,419



**367**

**CHAT & TEXT**

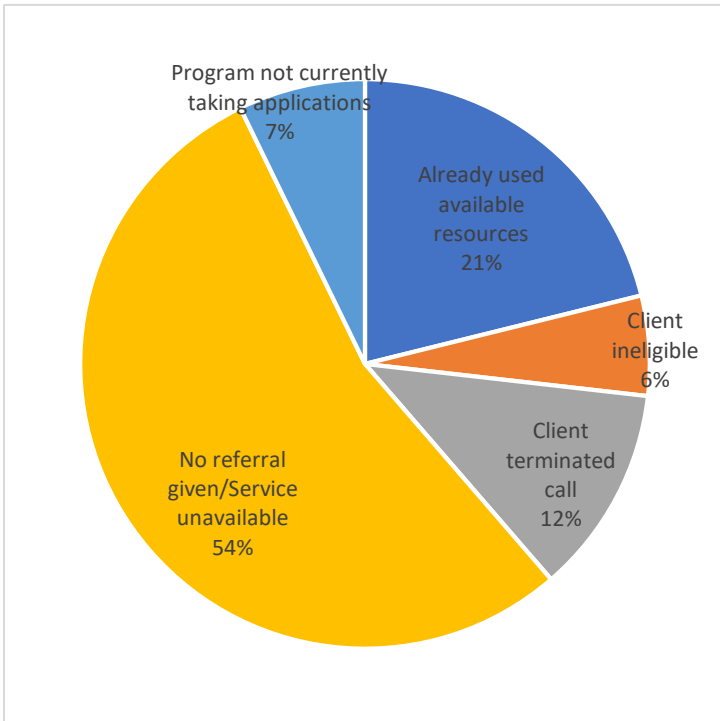
Last month: 505  
Last year: 245

**NEEDS**

<b>588 UTILITIES</b>	<b>1597 HOUSING</b>	<b>303 INCOME SUPPORT &amp; EMPLOYMENT</b>	<b>356 MATERIAL GOODS</b>	<b>293 FOOD</b>	<b>499 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**

Rent Payment Assistance	547
Food Pantries	250
Holiday Gifts/Toys	242
Electric Service Payment Assistance	217
Water Service Payment Assistance	194
Housing Related Coordinated Entry	189
Undesignated Temporary Financial Assistance	173
Ride Sharing Programs	132
Gas Service Payment Assistance	107
Rental Deposit Assistance	106

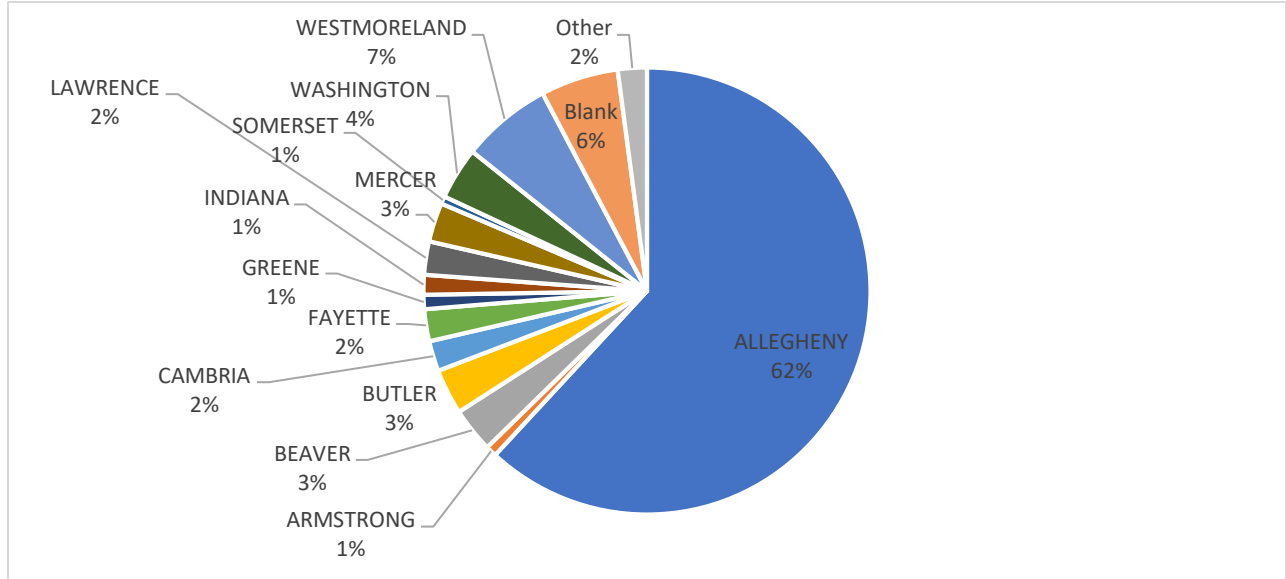
**TOP UNMET NEEDS**

Topical Identifiers/Issues	15
Rent Payment Assistance	14
Comprehensive Information and Referral	13
Ride Sharing Programs	13
Housing Related Coordinated Entry	12
Holiday Gifts/Toys	9
Electric Service Payment Assistance	9
Water Service Payment Assistance	9
Transportation	8
Tax Preparation Assistance	8

<sup>1</sup> Data exported 5pm December 30 and therefore only includes data between December 1-30 due to change in database.

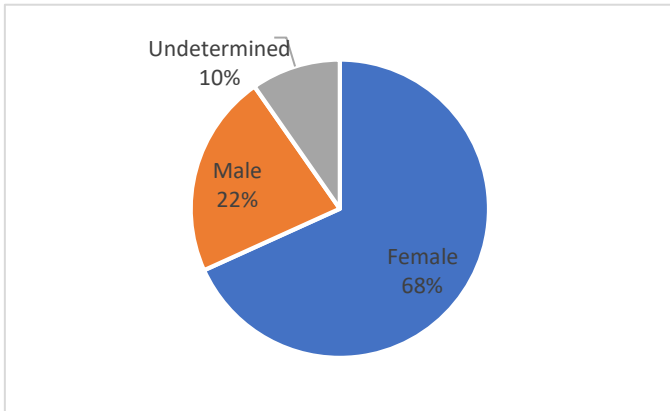
# PA 2-1-1 SOUTHWEST: December 2019

## CONTACTS BY COUNTY

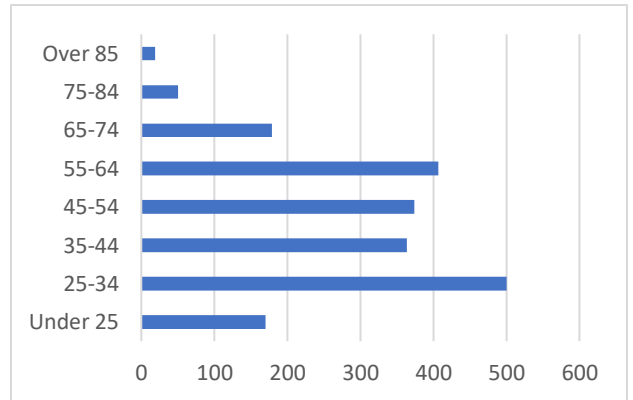


## DEMOGRAPHICS

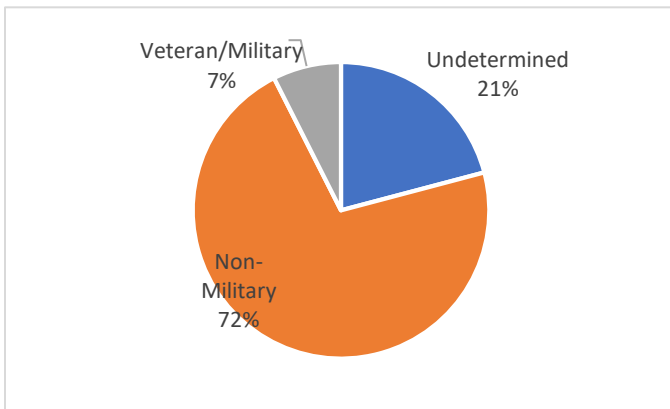
### GENDER



### AGE



### MILITARY STATUS



### TOP ZIP CODES

Zip	Count	Zip	Count
15221	128	16001	61
15210	122	15235	60
15132	118	16101	56
15212	98	15301	52
15219	79	15208	51
15206	74	15205	47
15136	71	15227	45
15104	68	15025	42
15110	65	15601	41

2-1-1 Thanks Our Sponsors



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

<b>TOP REFERRALS</b>	
Allegheny County DHS - Allegheny Link	562
Community Human Services Corporation - Home Matters Coalition	322
St. Vincent de Paul Tangible Aid	217
Toys for Tots - Allegheny County	167
United Way Worldwide - LYFT Project	125
Operation Safety Net - Housing Stabilization Program	117
Play it Forward Pittsburgh	112
PA Housing Search Website	110
Greater Pittsburgh Community Food Bank - Food Pantry List	97
\$1 Energy Fund ( Dollar Energy Fund )	95
Community Human Services Corporation - One Time Assistance for Utility Arrears	94
US Housing and Urban Development ( HUD )- Pittsburgh Field Office	88
Salvation Army Western Pennsylvania Division - McKeesport Worship and Service Center	79
Urban Redevelopment Authority of Pittsburgh - Housing Stabilization Program (HSP)	57
Salvation Army - Pittsburgh Temple Worship and Service Center	48
Salvation Army - Steel Valley Worship and Service Center	48
ACTION-Housing - Housing Connector	47
Cornerstone	47
Appliance Warehouse	46
Salvation Army - Pittsburgh North Boroughs Worship and Service Center	46
Pittsburgh Community Services - Bi-weekly Rental Sheet	44
East End Cooperative Ministry Shelter	43
Salvation Army - Pittsburgh Westside Worship and Service Center	42
Emergency Shelter Allowance (ESA) - Southeast	42
Veterans Leadership Program of Western PA - Financial Assistance	39
The Blessing Board - Oakmont	38
Hosanna Industries	37
Allegheny County DHS - SeniorLine	36
Emergency Shelter Allowance (ESA) - Allegheny	36
Bethlehem Haven - Emergency Shelter	35
Westmoreland County Housing Authority - Homeless Assistance Program (HAP)	35
Community Human Services Corporation - Housing Assistance Programs	35
Intersection	33
North Hills Community Outreach - Siemer	33
Catholic Charities of the Diocese of Pittsburgh Washington County	32
Catholic Charities of the Diocese of Greensburg Westmoreland Rent Assistance	32
Prince of Peace Center - Emergency Services	31
Emergency Needs Fund	31
Salvation Army - Washington Worship and Service Center	30
Salvation Army - Pittsburgh Homewood/Brushton Worship and Service Center	29