

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

88
PHONE CONTACTS
Last month: 86
Last year: 168

11
TEXT
Last month: 16
Last year: 7

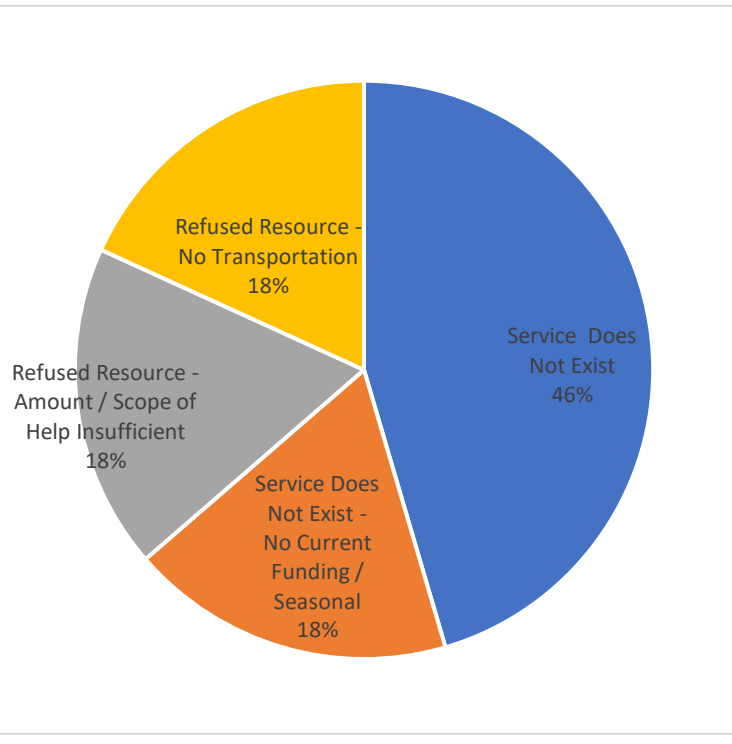
1
CHAT
Last month: 4
Last year: 5

NEEDS

19 UTILITIES	44 HOUSING	7 INCOME SUPPORT & EMPLOYMENT	31 CONSUMER SERVICES	5 FOOD	4 MATERIAL GOODS

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

Tax Preparation Assistance	27
Rent Payment Assistance	13
Housing Search Assistance	9
Electric Service Payment Assistance	7
Housing Related Coordinated Entry	6
Undesignated Temporary Financial Assistance	5
Water Service Payment Assistance	5
Food Pantries	4
Mortgage Payment Assistance	3
Ride Sharing Programs	3

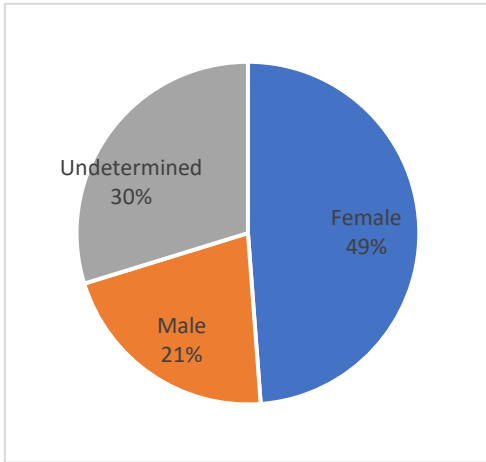
TOP UNMET NEEDS

Tax Preparation Assistance	2
Undesignated Temporary Financial Assistance	1
Rental Deposit Assistance	1
Long Distance Transportation	1
Cable Service Payment Assistance	1
Automobile Purchase Loans	1
Ride Sharing Programs	1
Discounted Cable Service	1

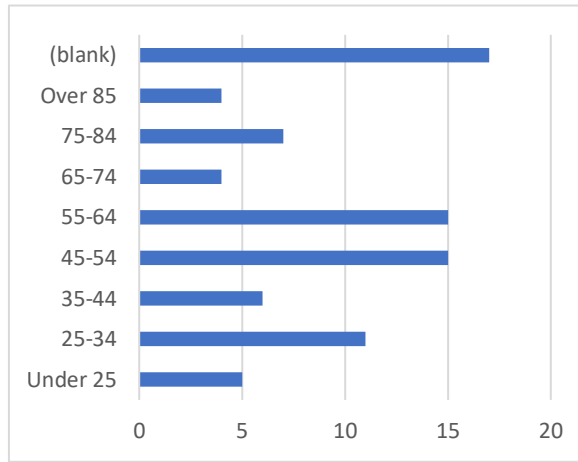
Beaver County: January 2020

DEMOGRAPHICS

GENDER



AGE



TOP ZIP CODES

Zip	Count
15010	20
15001	19
15042	13
15066	12
15003	8
15061	8
15009	3
16063	3
15074	3
15005	2

TOP REFERRALS

Cornerstone	17
Society of St. Vincent DePaul - Beaver County	11
Salvation Army - Beaver Falls Worship and Service Center	10
Franklin Center of Beaver County - Outreach and Referral	9
Cranberry Public Library - AARP Foundation Tax-Aide Site	8
St. Vincent de Paul Tangible Aid	7
Salvation Army - Aliquippa Service Center	7
PA Housing Search Website	6
Tax Site Locator	6
Cornerstone - Supportive Services for Veteran Families	6
Emergency Solutions Grant	4
AARP Tax Aide - Pathway Church, Chippewa Township	4
Beaver County Collaborative Action Network	3
LIHEAP and Crisis Program (Energy Assistance, Utility Help) - Beaver	3
Beaver County Office on Aging	3
Pennsylvania American Water H2O Program Overview Customer Service Discount	3
Statewide LINK Hotline	3
Community Development Program of Beaver County	3
\$1 Energy Fund (Dollar Energy Fund)	3
Holy Family Institute Duquesne Light Utility Assistance Program - Beaver Falls	3
Just Harvest Tax Assistance at Robert Morris University	3
Travelers Aid Society of Pittsburgh Greyhound Bus Terminal	2
Zelienople Area Public Library - AARP Foundation Tax-Aide Site	2
Housing Authority of the County of Beaver - Weatherization Program	2
CONTACT Helpline - Helpline Listening	2
AARP Tax Aide	2
ACTION-Housing, Inc. - Mortgage Assistance	2

2-1-1 Thanks Our Sponsors

