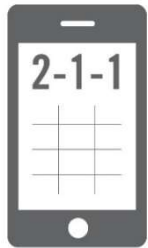


“ 2-1-1 SEPA helps me make the most of my limited resources. ”  
- 2-1-1 caller

## CONTACT VOLUME



**5,770**  
PHONE CONTACTS  
Last month: 2,904  
Last year: 7,752



**3,370**  
WEBSITE VISITS  
Last month: 3,966  
Last year: 5,238



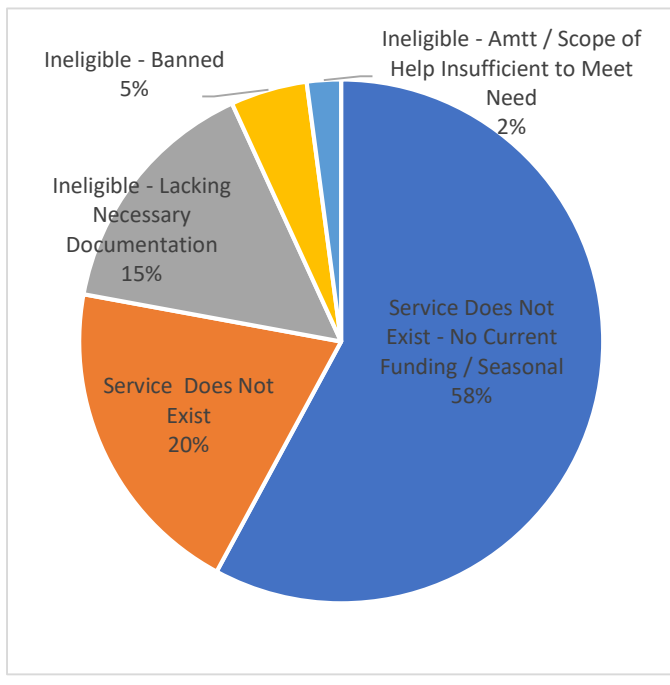
**440**  
CHAT & TEXT CONTACTS  
Last month: 370  
Last year: 327

## NEEDS

<b>1311</b> UTILITIES	<b>1844</b> HOUSING	<b>270</b> FOOD	<b>413</b> GENERAL SERVICES	<b>3478</b> CONSUMER SERVICES	<b>253</b> 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



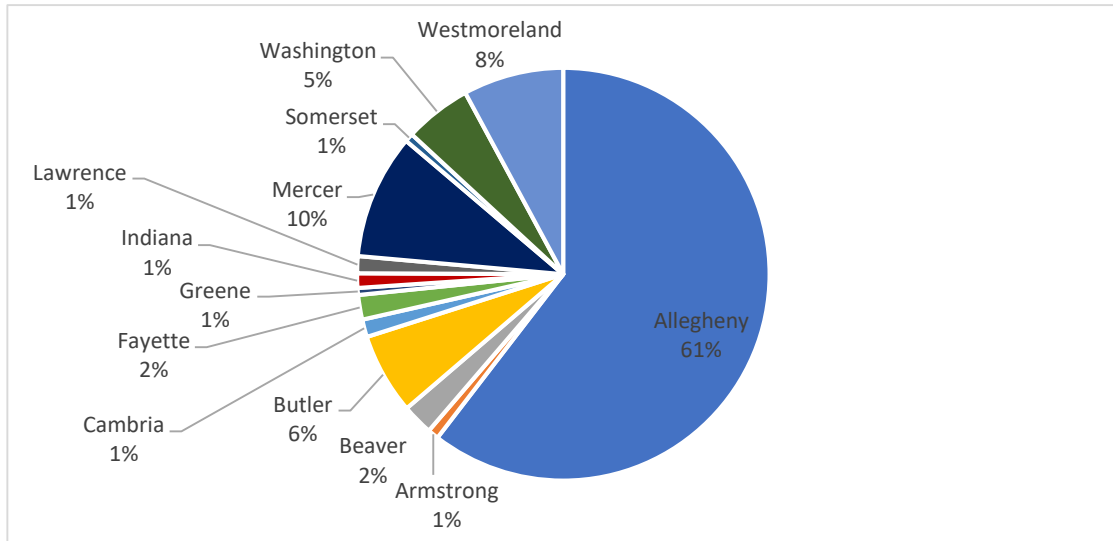
### TOP NEEDS

Tax Preparation Assistance	3330
Rent Payment Assistance	964
Electric Service Payment Assistance	463
Water Service Payment Assistance	335
Heating Fuel Payment Assistance	310
Food Pantries	235
Comprehensive Information and Referral	203
Housing Related Coordinated Entry	182
Housing Search Assistance	176
Gas Service Payment Assistance	163

### TOP UNMET NEEDS

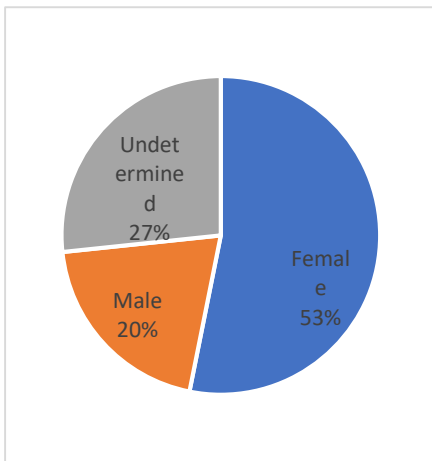
Tax Preparation Assistance	223
Tax Agency Tax Preparation Assistance	43
United Way Worldwide - LYFT Project	8
Housing Related Coordinated Entry	6
Non-Emergency Medical Transportation	6
Water Service Payment Assistance	5
Moving Services	4
Sewer Service Payment Assistance	4
Rent Payment Assistance	4
Automobile Payment Assistance	3

# CONTACTS BY COUNTY

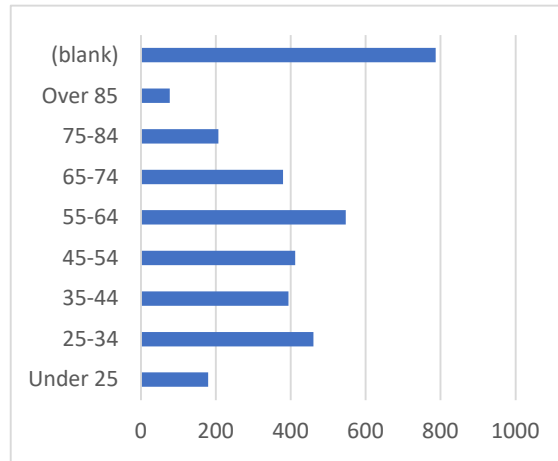


# DEMOGRAPHICS

## GENDER



## AGE



## TOP ZIP CODES

Zip	Count	Zip	Count
15601	517	16146	137
15210	285	15644	124
15221	238	15068	107
15219	191	15227	98
15206	191	15120	86
16001	188	15146	85
15212	186	15104	77
15132	179	15136	76
15235	168	16066	67
16148	157	15137	64

# TOP REFERRALS

Allegheny County DHS - Allegheny Link	674
Just Harvest Tax Assistance - South Side	544
Community Human Services Corporation - Home Matters Coalition	347
St. Vincent de Paul Tangible Aid	210
IRS VITA Site - Human Services Center Corporation Turtle Creek	203
Catholic Charities of the Diocese of Greensburg Westmoreland Electric Bill Payment Assistance	181
Catholic Charities of the Diocese of Greensburg PA Direct Church Referrals for Rent Assistance	165
IRS VITA Site - McGonigle Ambulance Service - Hermitage	159
Community Human Services Corporation - Housing Assistance Programs	158

## PA 2-1-1 Southwest: January 2020

Just Harvest Tax Assistance at CCAC Boyce Campus	150
YMCA - Homewood - Brushton Branch Tax Assistance	146
Butler County Senior Centers, Tanglewood Center - AARP	125
Cranberry Public Library - AARP Foundation Tax-Aide Site	119
IRS VITA Site - AARP Hickory VFW POST 6166 - Hermitage	118
Blessed Sacrament Cathedral Rent Assistance	114
Catholic Charities of the Diocese of Greensburg Information and Referral	110
Westmoreland County Housing Authority Rent Assistance Program	108
Urban Redevelopment Authority of Pittsburgh - Housing Stabilization Program (HSP)	99
YWCA Greater Pittsburgh - Downtown - Tax Preparation	98