

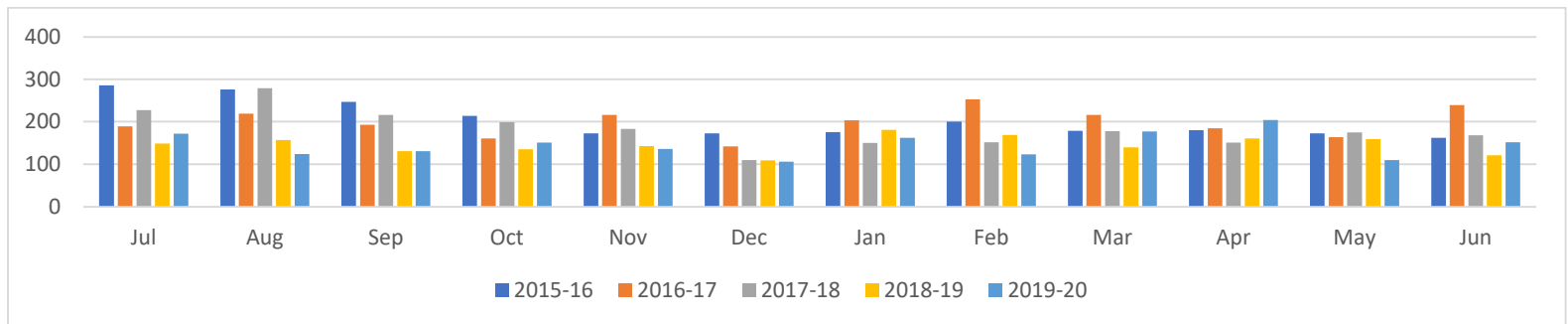
*We called PA 2-1-1 Southwest for help when our resources just couldn't stretch any further.
 - 2-1-1 caller*

AT A GLANCE

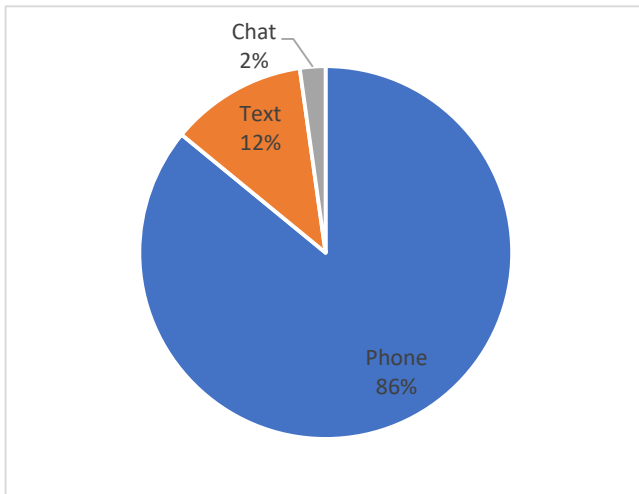
INCOMING CALLS:
1502
INCOMING CHATS:
39
INCOMING TEXTS:
207

TOTAL CONTACTS:
1748
FIRST TIME CONTACTS:
792
MILITARY/VETERANS:
138

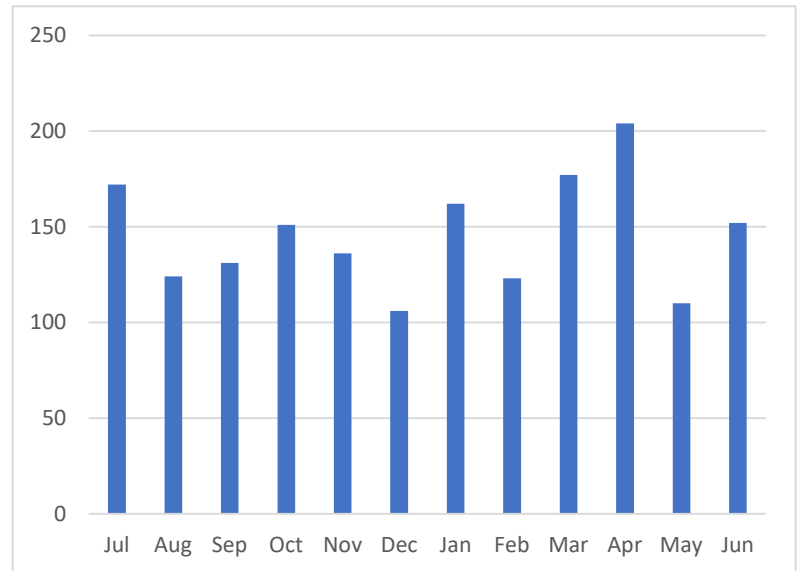
CONTACT VOLUME



TYPE OF CONTACT



CONTACTS BY MONTH



PA 2-1-1 SOUTHWEST: FY 2019-20

NEEDS

TOP NEEDS

Electric Service Payment Assistance	539
Rent Payment Assistance	508
Gas Service Payment Assistance	342
Food Pantries	333
Undesignated Temporary Financial Assistance	213
Housing Related Coordinated Entry	201
Water Service Payment Assistance	175
Transitional Housing/Shelter	123
Covid-19 Control	113
Home Rental Listings	98
Rental Deposit Assistance	78
Tax Preparation Assistance	67
Veteran Benefits Assistance	60
Area Agencies on Aging	56
Housing Search Assistance	56
Veterans	56
Low Cost Home Rental Listings	55
Specialized Information and Referral	46
General Clothing Provision	45
Mortgage Payment Assistance	45
Furnace Maintenance/Repair	44
Furnaces	44
Community Shelters	43
Furniture	42
Low Income/Subsidized Private Rental Housing	42
Home Rehabilitation Programs	41
Food Stamps/SNAP	40
Temporary Financial Assistance	38
Benefits Screening	37
Diapers	35
Shelter Information Services	35
Homeless Permanent Supportive Housing	33

BASIC NEEDS

Utilities	
Electric Service Payment Assistance	539
Gas Service Payment Assistance	342
Water Service Payment Assistance	175
Housing/Shelter	
Rent Payment Assistance	508
Low-Cost Housing	87
Community Shelters	183
Food	
Food Pantries	333
Soup Kitchens	10
Home Delivered Meals	11
Clothing and Household	139
Home Furnishings	32
Clothing	43
Appliances	26
Transportation	52
Medical Transportation	15
Automobile Assistance	20
Public Transportation	6

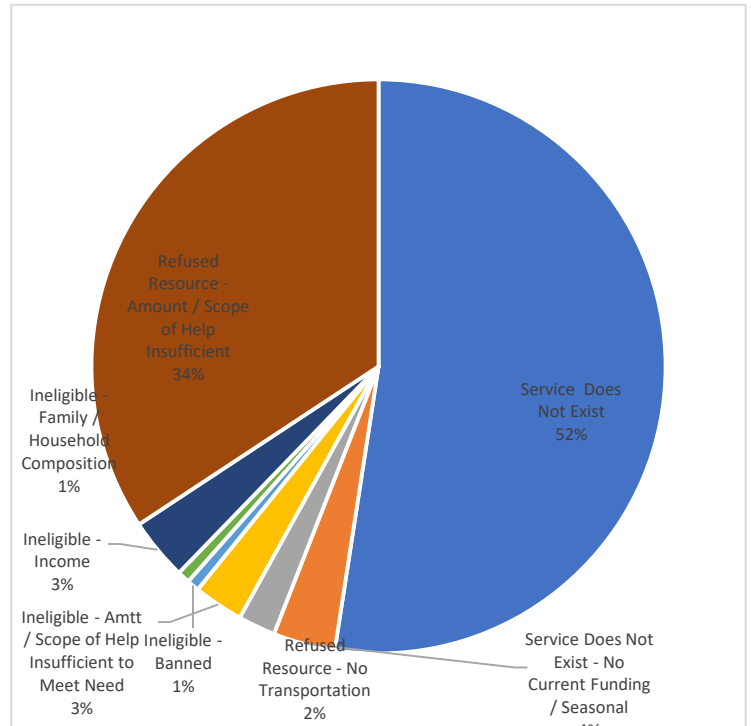
UNMET NEEDS

TOP UNMET NEEDS

Electric Service Payment Assistance	7
Rent Payment Assistance	7
Housing Related Coordinated Entry	6
Water Service Payment Assistance	6
General Minor Home Repair Programs	5
Automotive Repair and Maintenance	4
Christmas Programs	4
Clothing	4
Disability Related Transportation	4
Property Tax Payment Assistance	4
Shoes	4
Tax Preparation Assistance	4
Undesignated Temporary Financial Assistance	4
Automobile Repair Loans	3
Food Pantries	3
Home Rehabilitation Programs	3
Portable Travel/Storage Containers	3

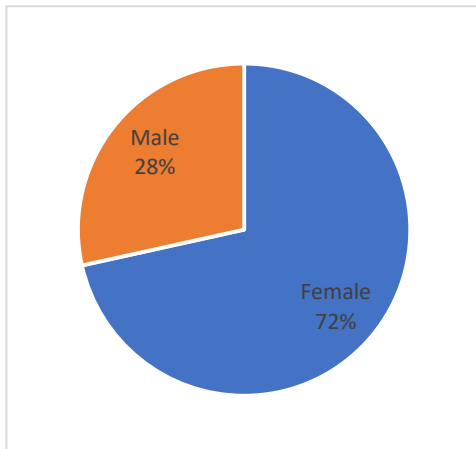
REASON NEEDS UNMET

If services don't exist to meet an inquirer's 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.

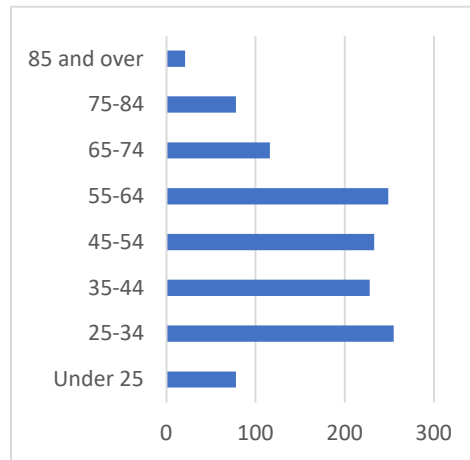


DEMOGRAPHICS

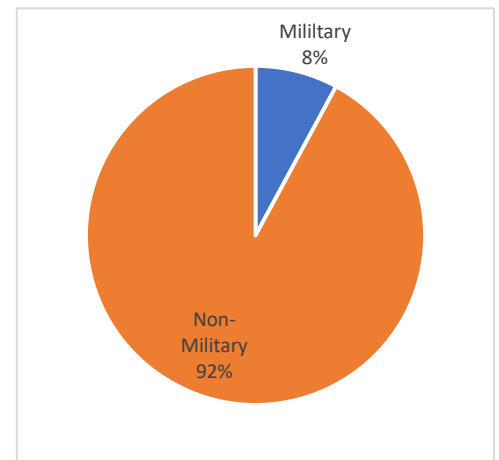
GENDER



AGE



MILITARY STATUS



PA 2-1-1 SOUTHWEST: FY 2019-20

TOP REFERRALS	
Cornerstone	780
Salvation Army - Aliquippa Service Center	328
Franklin Center of Beaver County - Outreach and Referral	197
Emergency Shelter Allowance (ESA) - Beaver	171
Society of St. Vincent DePaul - Beaver County	164
Salvation Army - Ambridge Service Unit	144
PA Housing Search Website	141
Salvation Army - Beaver Falls Worship and Service Center	137
St. Vincent de Paul Tangible Aid	122
Emergency Solutions Grant	114
Salvation Army - Rochester Service Center	113
Housing Authority of the County of Beaver - Help House	112
\$1 Energy Fund (Dollar Energy Fund)	102
Greater Pittsburgh Community Food Bank - Food Pantry List	99
Beaver County Office on Aging	93
COVID-19 Resources SW	86
Hosanna Industries	86
Catholic Charities of Beaver County - Basic Needs	83
LIHEAP and Crisis Program (Energy Assistance, Utility Help) - Beaver	82
Produce to People Aliquippa	76
Produce to People - Beaver County	72
Holy Family Institute Duquesne Light Utility Assistance Program - Aliquippa	71
Veterans Leadership Program of Western PA - Financial Assistance	64
Cornerstone - Supportive Services for Veteran Families	58
Holy Family Institute Duquesne Light Utility Assistance Program - Beaver Falls	57
Neighborhood Legal Services Association - Beaver	51
Beaver County Department of Veterans Affairs	49
Center for Hope	46
Housing Opportunities of Beaver County - Mortgage Foreclosure Avoidance	45
US Housing and Urban Development (HUD)- Pittsburgh Field Office	44
Community Development Program of Beaver County	42
Allegheny County DHS - Allegheny Link	38
Catholic Charities of the Diocese of Pittsburgh - Beaver County Pregnancy and Parenting Support	35
Housing Authority of the County of Beaver	35
Salvation Army - Beaver Falls Worship and Service Center - Food Bank	34