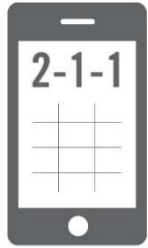


“ PA 2-1-1 SW helps me make the most of my limited resources. ”  
- 2-1-1 caller

## CONTACT VOLUME



**5,498**  
PHONE CONTACTS  
Last month: 5,086  
Last year: 3,129



**5,204**  
WEBSITE VISITS  
Last month: 4,425  
Last year: 5,683



**394**  
CHAT & TEXT CONTACTS  
Last month: 408  
Last year: 389

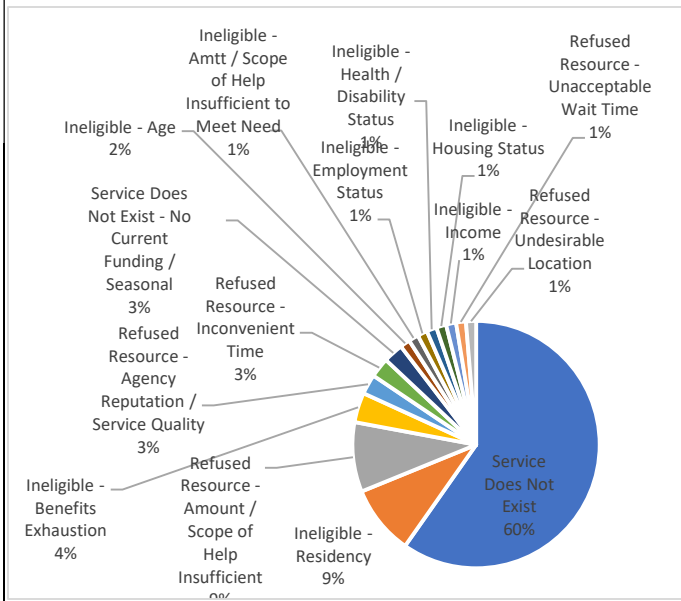
## NEEDS

<b>1230</b>	<b>2438</b>	<b>294</b>	<b>531</b>	<b>370</b>	<b>249</b>
<b>UTILITIES</b>	<b>HOUSING</b>	<b>FOOD</b>	<b>HEALTH CARE</b>	<b>EMPLOYMENT &amp; INCOME</b>	<b>MATERIAL GOODS</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

NOTE: The Graph below only relates to the Top Unmet Needs shown in the table on the bottom right, and does not relate to the overall needs show under Top Needs.



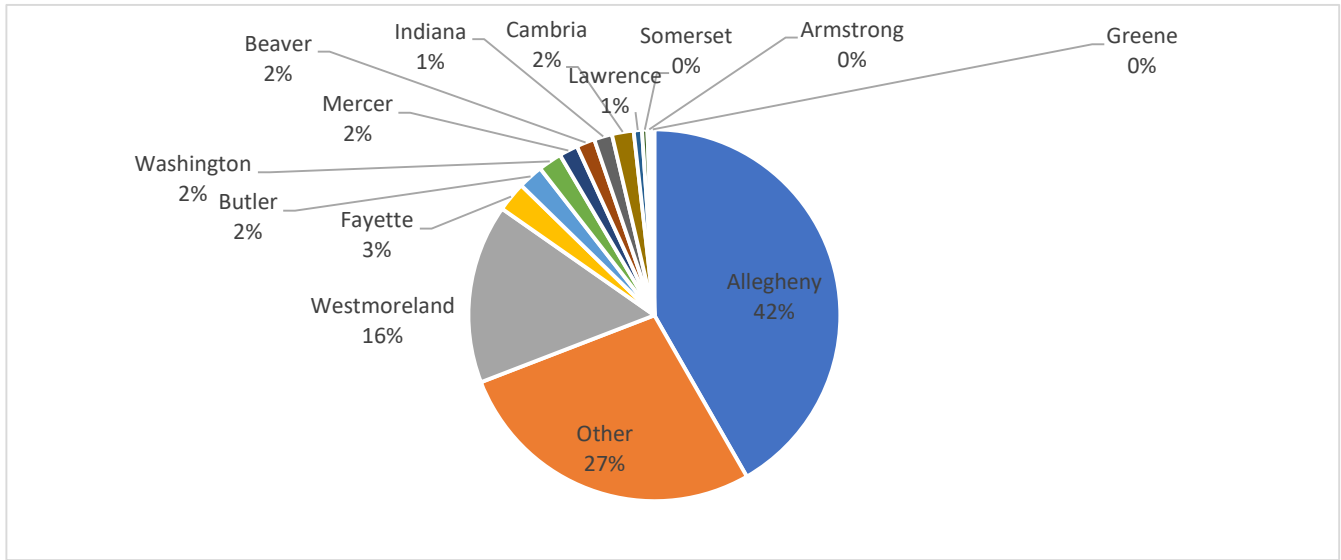
### TOP NEEDS

Rent Payment Assistance	955
Electric Service Payment Assistance	649
Covid-19 Control	323
Gas Service Payment Assistance	242
Water Service Payment Assistance	241
Undesignated Temporary Financial Assistance	236
Housing Related Coordinated Entry	221
Food Pantries	207
Housing Search Assistance	182
Area Agencies on Aging	123

### TOP UNMET NEEDS

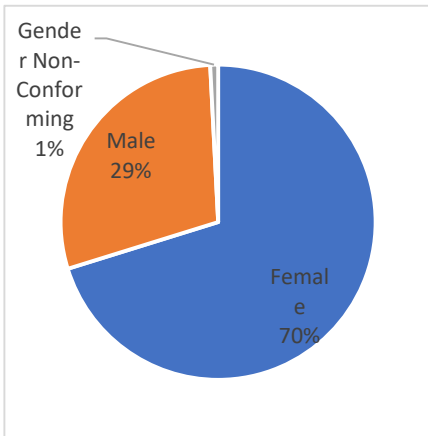
Automobile Payment Assistance	5
HSP	5
Automobile Insurance Payment Assistance	4
Automobile Purchase Loans	4
Automotive Repair and Maintenance	3
Rent Payment Assistance	3
Community Shelters	2
Dental Care Expense Assistance	2
Electric Service Payment Assistance	2
Homeless Motel Vouchers	2

# CONTACTS BY COUNTY

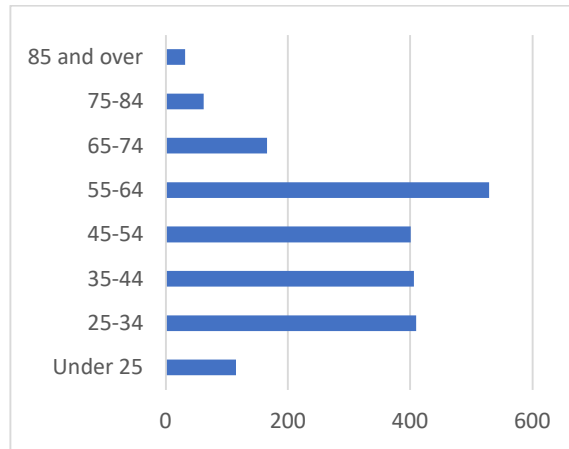


## DEMOGRAPHICS

### GENDER



### AGE



### TOP ZIP CODES

Zip	Count	Zip	Count
15601	366	15219	77
15212	189	15208	76
15221	130	16001	71
15210	127	15650	65
15132	118	15214	63
15206	116	15401	63
15068	89	15136	61
15644	88	15227	58
15222	86	15701	57
15235	79	15120	56

## TOP REFERRALS

Community Human Services Corporation - Home Matters Coalition	408
Allegheny County DHS - Allegheny Link	357
Catholic Charities of the Diocese of Greensburg PA Direct Church Referrals for Rent Assistance	337
Pennsylvania Housing Finance Agency (PHFA) - CARES Rental and Mortgage Payment Assistance	333
St. Vincent de Paul Tangible Aid	292
PA Housing Search Website	202
\$1 Energy Fund ( Dollar Energy Fund )	201
Catholic Charities of the Diocese of Greensburg Westmoreland Electric Bill Payment Assistance	145
COVID-19 Resources SW	134

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

Urban Redevelopment Authority of Pittsburgh - Housing Stabilization Program (HSP)	127
Community Human Services Corporation - Housing Assistance Programs	125
Jubilee Association - Social Services	120
Greater Pittsburgh Community Food Bank - Food Pantry List	96
Catholic Charities of the Diocese of Pittsburgh, Inc. - Duquesne Light CAP Office	83
Neighborhood Legal Services Association - Allegheny	81
ACTION-Housing - Search for Properties	78
Nabhi Christian Ministries - Hands for Hope	76
Salvation Army - Steel Valley Worship and Service Center	73
Brashear Association - Utility Assistance - Brashear Center	65
Modest Needs	65
Salvation Army - McKeesport Worship and Service Center	64
Triage Logic	63
Salvation Army - Pittsburgh North Boroughs Worship and Service Center	59
Catholic Charities of the Diocese of Greensburg Westmoreland Water Bill Payment Assistance	58
Emergency Shelter Allowance (ESA) - Greater Pittsburgh East	57