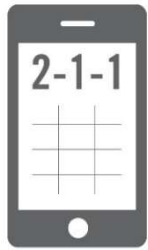


“ PA 2-1-1 SW helps me make the most of my limited resources. ”
- 2-1-1 caller

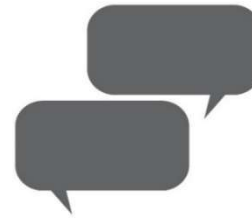
CONTACT VOLUME



6,437
PHONE CONTACTS
Last month: 5,498
Last year: 4,112



5,248
WEBSITE VISITS
Last month: 5,204
Last year: 6,139



448
CHAT & TEXT CONTACTS
Last month: 394
Last year: 395

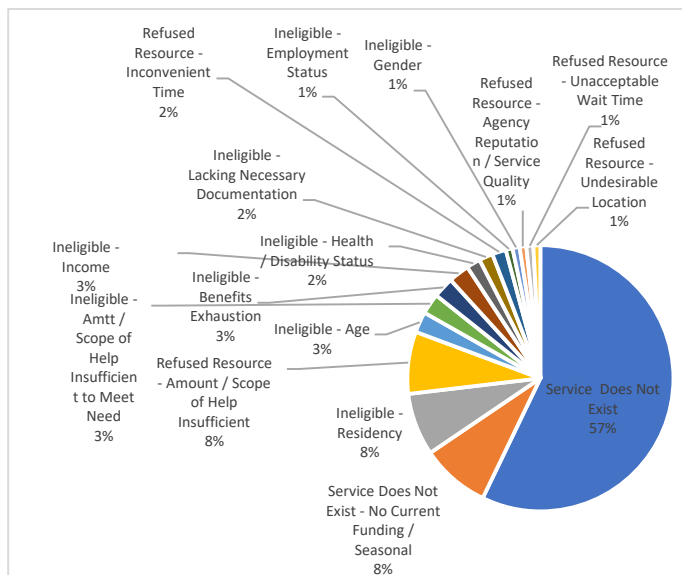
NEEDS

1475 UTILITIES	2827 HOUSING	457 FOOD	594 HEALTH CARE	446 EMPLOYMENT & INCOME	370 MATERIAL GOODS
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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.



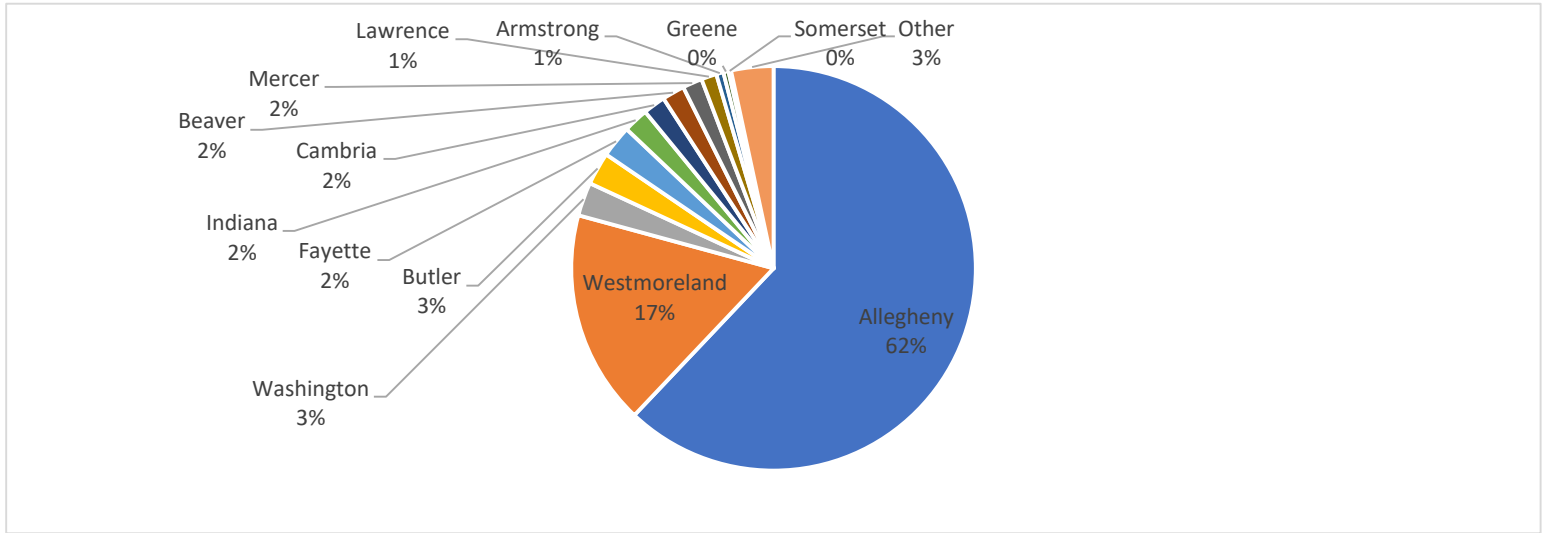
TOP NEEDS

Rent Payment Assistance	1097
Electric Service Payment Assistance	617
Covid-19 Control	388
Gas Service Payment Assistance	369
Water Service Payment Assistance	342
Housing Related Coordinated Entry	302
Undesignated Temporary Financial Assistance	289
Food Pantries	263
Housing Search Assistance	255
Area Agencies on Aging	170

TOP UNMET NEEDS

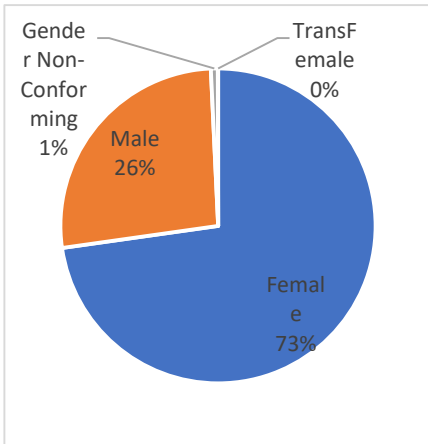
Rent Payment Assistance	7
Electric Service Payment Assistance	5
Automobile Insurance Payment Assistance	4
Automotive Repair and Maintenance	4
Rental Deposit Assistance	4
Roof Maintenance/Repair	4
Automobile Payment Assistance	3
Food Pantries	3
Holiday Gifts/Toys	3
Motel Bill Payment Assistance	3

CONTACTS BY COUNTY

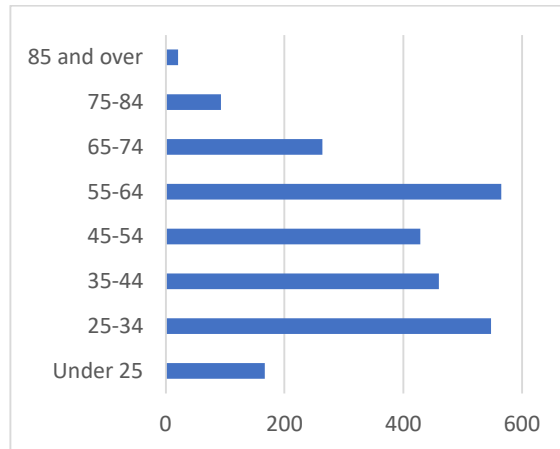


DEMOGRAPHICS

GENDER



AGE



TOP ZIP CODES

Zip	Count	Zip	Count
15601	356	15068	103
15212	202	15136	94
15210	173	15644	86
15221	173	15120	84
15219	170	15207	81
15132	161	15214	78
15206	152	15104	77
15235	128	16001	74
15222	122	15650	70
15208	112	15213	67

TOP REFERRALS

Allegheny County DHS - Allegheny Link	568
Community Human Services Corporation - Home Matters Coalition	498
St. Vincent de Paul Tangible Aid	420
Pennsylvania Housing Finance Agency (PHFA) - CARES Rental and Mortgage Payment Assistance	361
Catholic Charities of the Diocese of Greensburg PA Direct Church Referrals for Rent Assistance	351
Jubilee Association - Social Services	237
PA Housing Search Website	231
\$1 Energy Fund (Dollar Energy Fund)	213
Community Human Services Corporation - Housing Assistance Programs	178
Urban Redevelopment Authority of Pittsburgh - Housing Stabilization Program (HSP)	163

PA 2-1-1 Southwest: October 2020

COVID-19 Resources SW	147
Greater Pittsburgh Community Food Bank - Food Pantry List	125
ACTION-Housing - Search for Properties	122
Catholic Charities of the Diocese of Greensburg Westmoreland Electric Bill Payment Assistance	115
Brashear Association - Utility Assistance - Brashear Center	107
Salvation Army - Steel Valley Worship and Service Center	103
Catholic Charities of the Diocese of Pittsburgh, Inc. - Duquesne Light CAP Office	100
CDC National Prevention Information Network	89
CDC, Eviction Prevention Declaration Form - COVID-19	86
Emergency Shelter Allowance (ESA) - Greater Pittsburgh East	77
Emergency Shelter Allowance (ESA) - Southeast	77
Emergency Shelter Allowance (ESA) - Allegheny	72
Neighborhood Legal Services Association - Allegheny	71
Pittsburgh Community Services - Bi-weekly Rental Sheet	67
Salvation Army - McKeesport Worship and Service Center	66