

*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:**  
**1576**

**INCOMING CHATS:**  
**40**

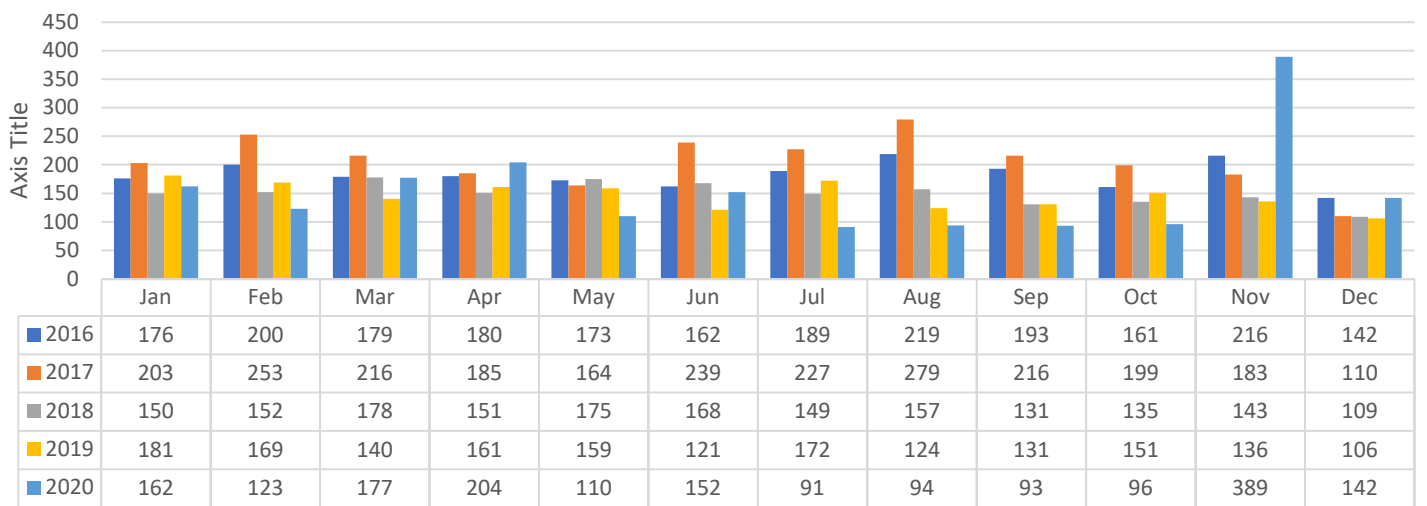
**INCOMING TEXTS:**  
**216**

**TOTAL CONTACTS:**  
**1832**

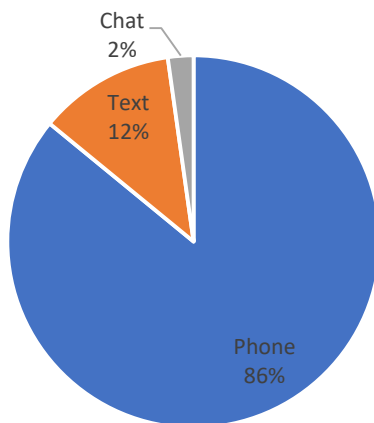
**FIRST TIME CONTACTS:**  
**693**

**MILITARY/VETERANS:**  
**126**

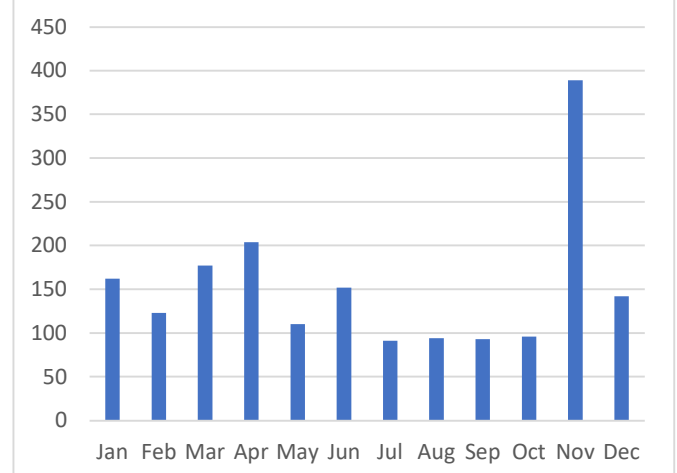
## CONTACT VOLUME



## TYPE OF CONTACT



## CONTACTS BY MONTH



# Beaver County: Calendar Year 2020

## NEEDS

### TOP NEEDS

Rent Payment Assistance	215
Thanksgiving Meals	158
Food Pantries	156
Electric Service Payment Assistance	145
Covid-19 Control	141
Housing Related Coordinated Entry	101
Undesignated Temporary Financial Assistance	96
Gas Service Payment Assistance	81
Tax Preparation Assistance	69
Housing Search Assistance	68
Water Service Payment Assistance	60
Area Agencies on Aging	45
Community Shelters	45
Rental Deposit Assistance	28
General Furniture Provision	26
Food Stamps/SNAP	22
Landlord/Tenant Dispute Resolution	22
Mortgage Payment Assistance	22
Diapers	20
Furnace Maintenance/Repair	19
Home Rehabilitation Services	19
Low Income/Subsidized Private Rental Housing	18
Aging and Disability Resource Centers	17
Food Banks/Food Distribution Warehouses	16
Unemployment Insurance	16
General Clothing Provision	12
Holiday Gifts/Toys	11
Housing Discrimination Assistance	11
Tenant Rights Information/Counseling	11
Eviction Prevention Legal Assistance	10
Heating Fuel Payment Assistance	10
Legal Counseling	10

### BASIC NEEDS

<b>Utilities</b>	
Electric Service Payment Assistance	145
Gas Service Payment Assistance	81
Water Service Payment Assistance	60
<b>Housing/Shelter</b>	
Rent Payment Assistance	215
Housing Related Coordinated Entry	101
Community Shelters	45
<b>Food</b>	
Food Pantries	156
Food Stamps/SNAP	22
Food Banks/Food Distribution Warehouses	16
<b>Clothing and Household</b>	
Furniture	26
Clothing	12
Appliances	6
<b>Transportation</b>	
Non-Emergency Medical Transportation	6
Ride Sharing Programs	4
Disability Related Transportation	2

# Beaver County: Calendar Year 2020

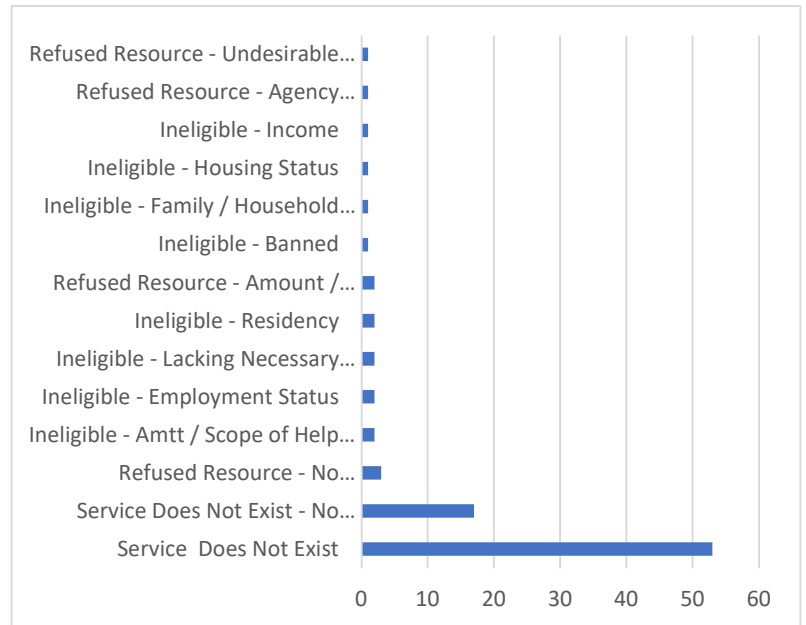
## UNMET NEEDS

### TOP UNMET NEEDS

Thanksgiving Meals	10
General Minor Home Repair Programs	6
Tax Preparation Assistance	4
Automobile Payment Assistance	3
Automotive Repair and Maintenance	3
Non-Emergency Medical Transportation	3
Transportation	3
Automobile Insurance Payment Assistance	2
Cable Service Payment Assistance	2
Cell Phone Payment assistance	2
Cleaning Products	2
Food Pantries	2
Housing Related Coordinated Entry	2
Moving Expense Assistance	2
Sewer Service Payment Assistance	2
ADT Home Security Payment Assistance	1
Air Conditioners	1

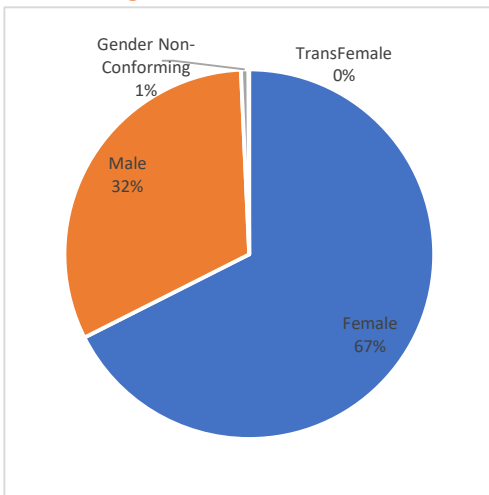
### REASON NEEDS UNMET

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.

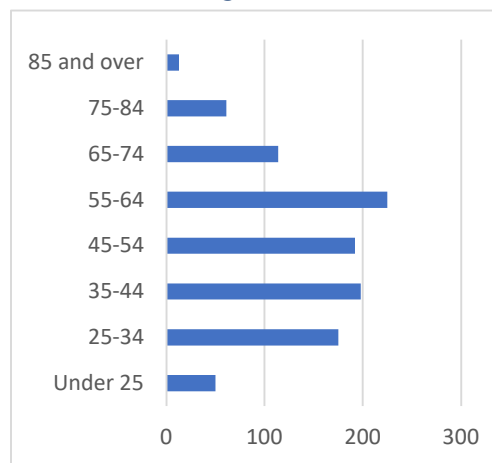


## DEMOGRAPHICS

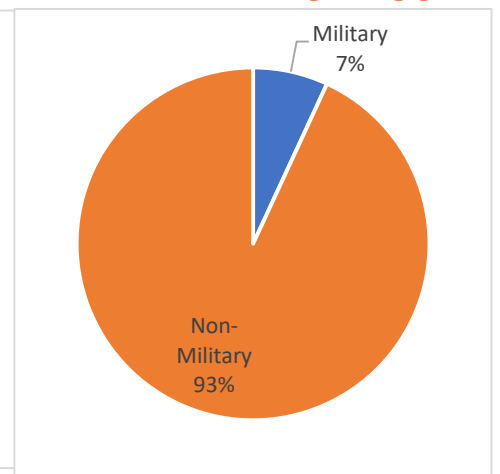
### GENDER



### AGE



### MILITARY STATUS



# Beaver County: Calendar Year 2020

TOP REFERRALS	
Society of St. Vincent DePaul - Beaver County	311
Cornerstone	273
Salvation Army - Aliquippa Service Center	222
Franklin Center of Beaver County - Outreach and Referral	160
Thanksgiving Meals - Aliquippa	147
Emergency Shelter Allowance (ESA) - Beaver	102
COVID-19 Resources SW	101
Emergency Solutions Grant	101
Salvation Army - Beaver Falls Worship and Service Center	74
Beaver County Office on Aging	72
PA Housing Search Website	64
\$1 Energy Fund ( Dollar Energy Fund )	60
Salvation Army - Rochester Service Center	59
Greater Pittsburgh Community Food Bank - Food Pantry List	46
St. Vincent de Paul Tangible Aid	46
Neighborhood Legal Services Association - Beaver	45
Salvation Army - Ambridge Service Unit	44
Beaver County Collaborative Action Network	42
Holy Family Institute Duquesne Light Utility Assistance Program - Aliquippa	40
Housing Authority of the County of Beaver - Help House	40
Catholic Charities of the Diocese of Pittsburgh - Beaver County Pregnancy and Parenting Support	38
CDC National Prevention Information Network	37
Salvation Army - Beaver Falls Worship and Service Center - Food Bank	35
Holy Family Institute Duquesne Light Utility Assistance Program - Beaver Falls	32
Hosanna Industries	29
Modest Needs	25
Pennsylvania Department of Health, Administrative Entities	24
Salvation Army - Midland Service Unit	24
Duquesne Light - Customer Assistance Program	23
Pennsylvania Housing Finance Agency (PHFA) - CARES Rental and Mortgage Payment Assistance	23
Tiger Pause Youth Ministry - Furniture Bank	23
Community Development Program of Beaver County	22
LIHEAP - Low Income Home Energy Assistance Program	22
Produce to People Aliquippa	21
Fair Housing of Beaver County	19