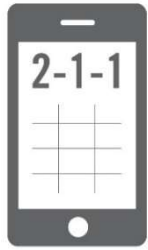> *I tried to help my family and ended up needing help myself. I'm glad 2-1-1 was there for me.*
> - Recent 2-1-1 caller

CONTACT VOLUME

147
PHONE CONTACT
Last month: 153
Last year: 112

19
TEXT CONTACT
Last month: 22
Last year: 10
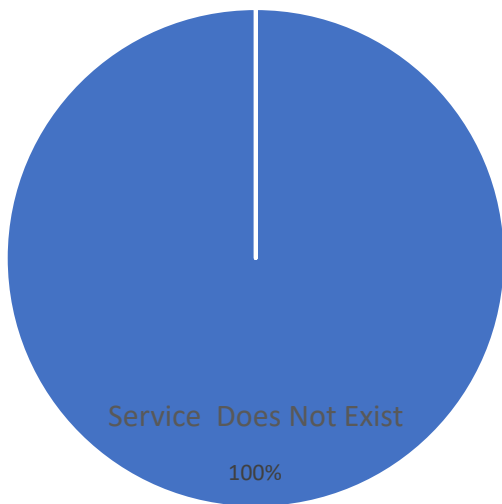
1
CHAT CONTACT
Last month: 6
Last year: 1

120
WEB CONTACT
Last month: 47
Last year: -

NEEDS

12 UTILITIES	43 HOUSING	14 INCOME SUPPORT & EMPLOYMENT	29 HEALTH CARE	4 FOOD	2 MATERIAL GOODS

If services don't exist to meet a contact'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.

REASON NEED UNMET

Service Does Not Exist

100%

TOP NEEDS

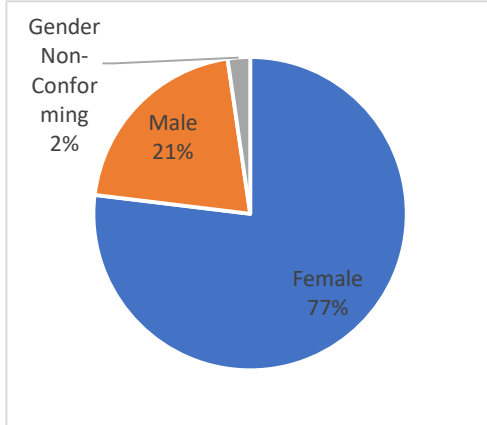|	
Covid-19 Control	63
Covid-19 Immunization Clinics	30
Rent Payment Assistance	9
Housing Related Coordinated Entry	8
Community Shelters	5
Undesignated Temporary Financial Assistance	5
Food Pantries	4
Gas Service Payment Assistance	4
Housing Search Assistance	4
Specialized Information and Referral	4

TOP UNMET NEEDS

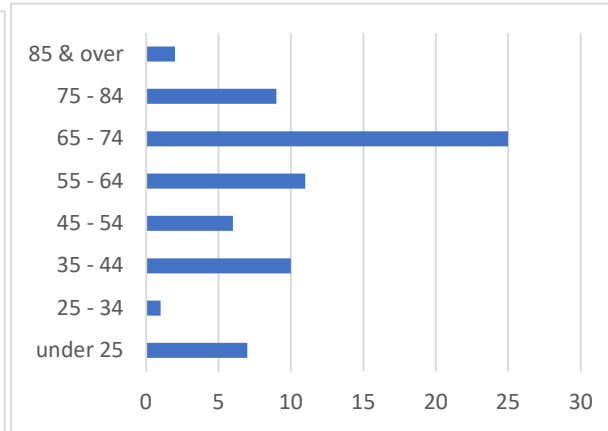|	
Advocacy	1
Automobile Payment Assistance	1
Extreme Weather Shelters	1
Social Security Disability Insurance Applications	1
Tax Preparation Assistance	1
Transportation Expense Assistance	1

Beaver County: January 2021

DEMOGRAPHICS

GENDER

Gender Non-Conforming 2%
Male 21%
Female 77%

AGE

Age groups (horizontal bar chart):
- 85 & over
- 75 - 84
- 65 - 74
- 55 - 64
- 45 - 54
- 35 - 44
- 25 - 34
- under 25

Axis: 0, 5, 10, 15, 20, 25, 30

TOP ZIP CODES

Zip	Count	Zip	Count
15001	32	16117	5
15042	26	15005	4
15010	17	16063	4
15003	13	15050	2
15061	12	15059	2
15009	11	15027	1
15074	8	15052	1
16123	8	15081	1
15066	6	15143	1

TOP REFERRALS

COVID-19 Control	43
COVID-19 Immunization Clinics	19
Salvation Army - Aliquippa Service Center	10
Society of St. Vincent DePaul - Beaver County	10
Allegheny County Health Department - COVID-19 Vaccine - Monroeville	9
Cornerstone	9
Emergency Solutions Grant	8
Franklin Center of Beaver County - Outreach and Referral	8
Allegheny County Health Department - Alerts Sign-Up	7
Allegheny County Health Department - COVID-19 Vaccine - Castle Shannon	5
Emergency Shelter Allowance (ESA) - Beaver	5
Housing Authority of the County of Beaver - Help House	5
LIHEAP - Low Income Home Energy Assistance Program	5
Neighborhood Legal Services Association - Beaver	5
Pennsylvania Department of Health, Administrative Entities	5
Salvation Army - Beaver Falls Worship and Service Center	5
Allegheny County Health Department - COVID-19 Vaccine	4
Beaver County Collaborative Action Network	4
Salvation Army - Rochester Service Center	4
Greater Pittsburgh Community Food Bank - Food Pantry List	3