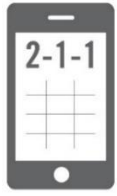


PA 2-1-1 Southwest told me what help I was eligible for. I couldn't have figured it out by myself.
~ 2-1-1 caller ~



100
PHONE CONTACT
Last month: 112
Last year: 75



12
TEXT CONTACT
Last month: 16
Last year: 13



4
CHAT & EMAIL CONTACT
Last month: 0
Last year: 2



306
WEB CONTACT
Last month: 264
Last year: N/A

NEEDS



49
UTILITIES



62
HOUSING



2
FOOD



12
HEALTHCARE & COVID-19



16
EMPLOYMENT & INCOME



3
MATERIAL GOODS

TOP NEEDS

The numbers below reflect both the self-identified needs of callers and those discovered during the course of calls; they also include self-referrals to programs for which individuals searched the PA211 websites.

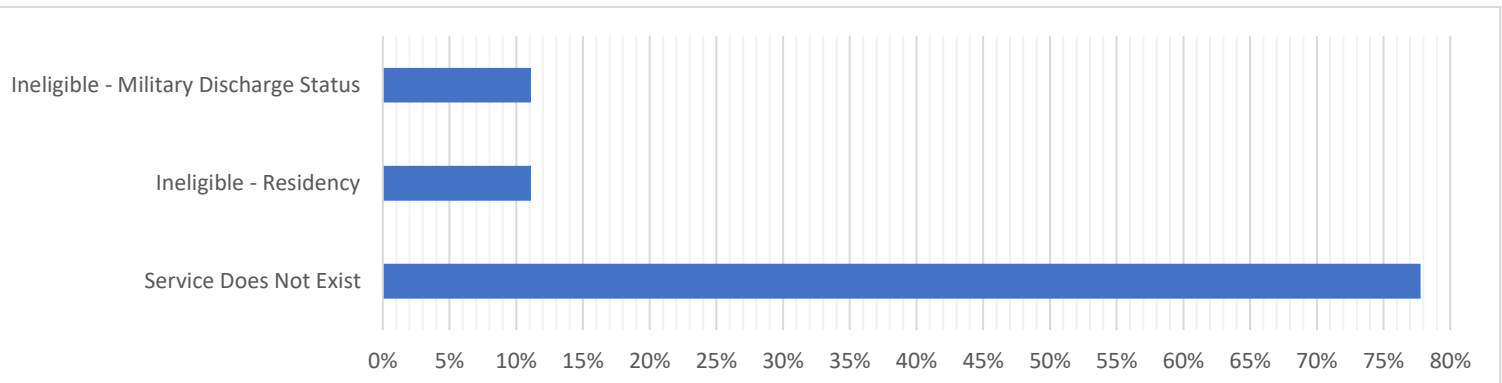
Referred Service	Count
Electric Service Payment Assistance	40
Rent Payment Assistance	29
Gas Service Payment Assistance	19
School Supplies	19
Low Income/Subsidized Private Rental Housing	15
Water Service Payment Assistance	15
Undesignated Temporary Financial Assistance	13
Mortgage Payment Assistance	10
Neuter/Spay Services	10
Housing Search Assistance	9

UNMET NEEDS

If services do not exist to meet a contact's stated need, or if they are deemed ineligible for services, 2-1-1 records that as an unmet need. In these cases, the Resource Navigators explore other services that may be of assistance.

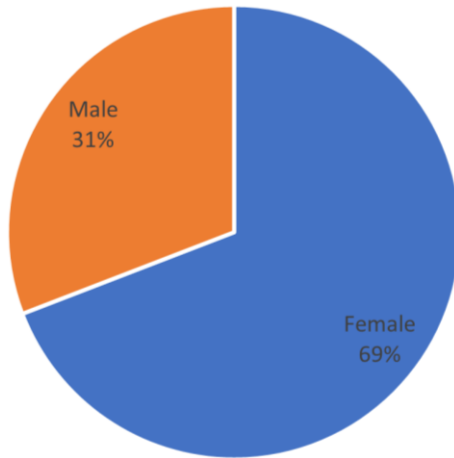
Unmet Need	Count
Housekeeping Assistance	2
Building Inspection	1
Covid-19 Diagnostic Tests	1
Gas Money	1
Home Rehabilitation Programs	1
Landlord/Tenant Assistance	1
Mental Health Assessment and Treatment	1
Mental Health Care Facilities	1
Moving Expense Assistance	1
Utility Service Connection/Repair	1

REASONS FOR UNMET NEEDS

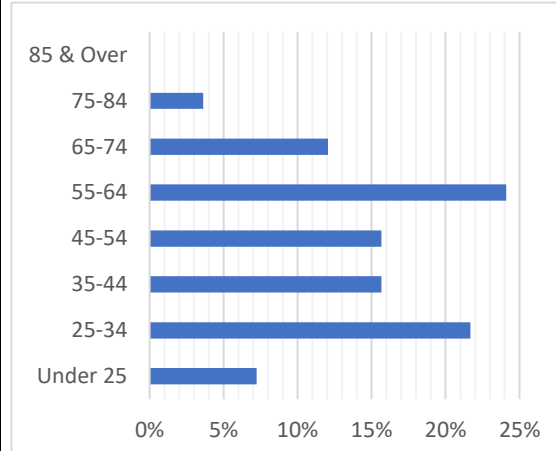


DEMOGRAPHICS

GENDER



AGE



TOP ZIP CODES

Zip	Count	Zip	Count
15001	22	15026	2
15003	17	16141	2
15010	12	14621	1
15066	12	15027	1
15074	11	15043	1
15061	8	15050	1
15005	6	15052	1
15009	6	15062	1
15042	3	16115	1
15059	3	16117	1

TOP REFERRALS

Cornerstone of Beaver County - Housing and Financial Assistance	26
Society of Saint Vincent DePaul - Beaver County - Financial Assistance and Furniture	24
Dollar Energy Fund - Utility Payment Assistance	18
COMPASS Application for Emergency Rental Assistance Program (ERAP)	17
Franklin Center of Beaver County - Outreach and Referral	16
Salvation Army - Aliquippa Service Center - Food and Financial Assistance	15
Salvation Army - Beaver Falls Worship and Service Center - Financial Assistance	10
Franklin Center of Beaver County - Emergency Rental Assistance Program	9
Salvation Army - Rochester Worship and Service Center - Food and Financial Assistance	7
Community Development Program of Beaver County - Community and Housing Development	6
Cornerstone of Beaver County - Emergency Solutions Grant	6
Pennsylvania Housing Finance Agency - PA Housing Search Website	6
Salvation Army - Beaver County Service Units - Ambridge Service Unit	6
St. Vincent de Paul Tangible Aid	6
Catholic Charities of the Diocese of Pittsburgh - Beaver County Pregnancy and Parenting Support	5
Cornerstone of Beaver County - Supportive Services for Veteran Families	5
Emergency Shelter Allowance (ESA) - Beaver	5
Housing Authority of the County of Beaver - Help House	5
Modest Needs - Emergency Self-Sufficiency Grants	5
Beaver County Collaborative Action Network - Housing Search Assistance	4
Community Justice Project - Pittsburgh Office	4
Holy Family Institute - Duquesne Light Utility Assistance Program - Aliquippa	4
Lutheran Service Society - Administration and Affordable Housing	4
Neighborhood Legal Services Association - Beaver	4
Pennsylvania Public Utility Commission (PUC)	4

2-1-1 Thanks Our Sponsors

