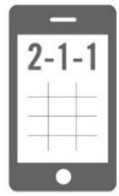


PA 2-1-1 Southwest told me what help I was eligible for. I couldn't have figured it out by myself.
~ 2-1-1 caller ~



112
PHONE CONTACT
Last month: 109
Last year: 80



16
TEXT CONTACT
Last month: 12
Last year: 8



0
CHAT & EMAIL CONTACT
Last month: 8
Last year: 3



264
WEB CONTACT
Last month: 192
Last year: N/A

NEEDS



55
UTILITIES



83
HOUSING



6
FOOD



9
HEALTHCARE & COVID-19



17
EMPLOYMENT & INCOME



4
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.

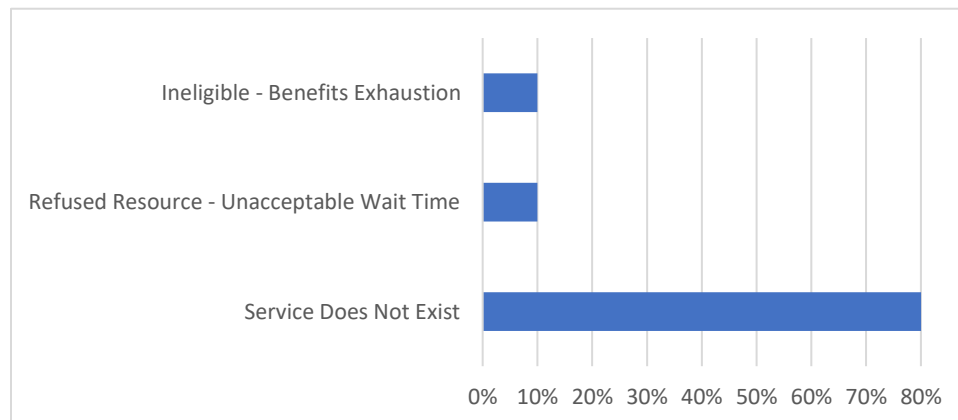
Referred Service	Count
Rent Payment Assistance	60
Gas Service Payment Assistance	43
Electric Service Payment Assistance	39
Water Service Payment Assistance	29
Housing Related Coordinated Entry	20
Housing Search Assistance	17
Home Rehabilitation Services	13
Home Delivered Meals	12
Undesignated Temporary Financial Assistance	10
Home Rental Listings	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.

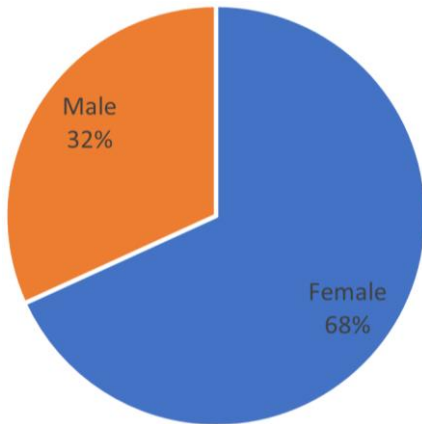
Unmet Need	Count
Alternative Energy Sources Development/Use	1
Animal Shelters	1
Crisis Intervention	1
Emergency Food	1
Emergency Shelter	1
Gas Service Payment Assistance	1
Housing Related Coordinated Entry	1
Mental Health Assessment and Treatment	1
Mortgage Payment Assistance	1
Pest Control Services	1

REASONS FOR UNMET NEEDS

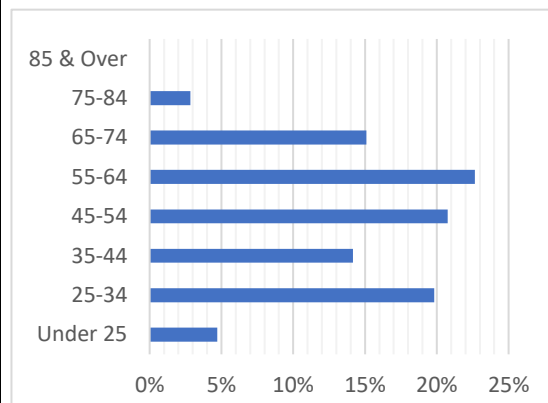


DEMOGRAPHICS

GENDER



AGE



TOP ZIP CODES

Zip	Count	Zip	Count
15001	25	15059	3
15003	23	15042	2
15010	21	16115	2
15074	12	16141	2
15066	9	15027	1
15009	8	15126	1
15061	8	15208	1
15052	4	16117	1
15005	3	16136	1

TOP REFERRALS

Cornerstone of Beaver County - Housing and Financial Assistance	45
Salvation Army - Beaver County Service Units - Food and Financial Assistance	38
Society of Saint Vincent DePaul - Beaver County - Financial Assistance and Furniture	29
COMPASS Application for Emergency Rental Assistance Program (ERAP)	24
Franklin Center of Beaver County - Emergency Rental Assistance Program	22
Dollar Energy Fund - Utility Payment Assistance	21
Franklin Center of Beaver County - Outreach and Referral	15
Holy Family Institute - Duquesne Light Utility Assistance Program	11
Pennsylvania Housing Finance Agency - PA Housing Search Website	10
Beaver County Office on Aging - Aging Services	8
Emergency Shelter Allowance (ESA) - Beaver	8
Salvation Army - Beaver County Service Units - Ambridge Service Unit	8
Community Development Program of Beaver County - Community and Housing Development	7
Beaver County Collaborative Action Network - Housing Search Assistance	5
Catholic Charities of the Diocese of Pittsburgh - Pregnancy and Parenting Support Services	5
Cornerstone of Beaver County - Emergency Solutions Grant	5
Housing Authority of the County of Beaver - Help House	5
Lutheran Service Society - Administration and Affordable Housing	4
Neighborhood Legal Services Association - Beaver	4
Pennsylvania Public Utility Commission (PUC)	4
Fair Housing of Beaver County - Homebuyer/Home Purchase Counseling	3
Greater Pittsburgh Community Food Bank - Food Pantry List	3
Salvation Army - Beaver County Service Units - Midland Service Unit	3
St. Vincent de Paul Tangible Aid	3
Beaver County Behavioral Health - Mental Health	2

2-1-1 Thanks Our Sponsors

