

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 ~

 78 PHONE CONTACT Last month: 100 Last year: 85	 19 TEXT CONTACT Last month: 12 Last year: 5	 1 CHAT & EMAIL CONTACT Last month: 4 Last year: 3	 307 WEB CONTACT Last month: 306 Last year: N/A
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NEEDS

 55 UTILITIES	 37 HOUSING	 4 FOOD	 11 HEALTHCARE & COVID-19	 16 EMPLOYMENT & INCOME	 3 MATERIAL GOODS
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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.

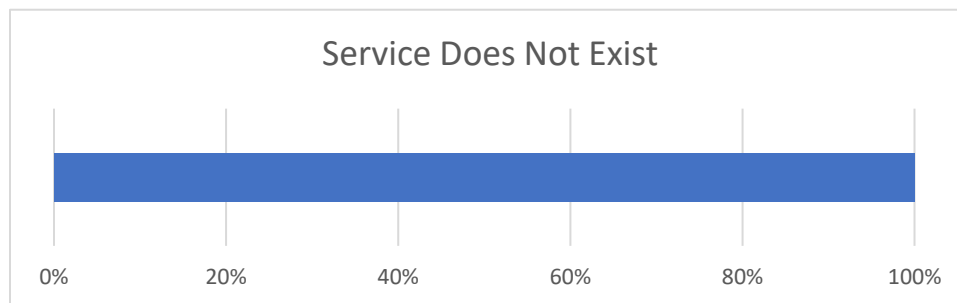
Referred Service	Count
Rent Payment Assistance	32
Gas Service Payment Assistance	30
Electric Service Payment Assistance	23
Water Service Payment Assistance	23
Covid-19 Diagnostic Tests	14
Undesignated Temporary Financial Assistance	13
Adult Protective Services	12
Home Rehabilitation Services	12
Rental Deposit Assistance	12
Section 8 Housing Choice Vouchers	11

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.

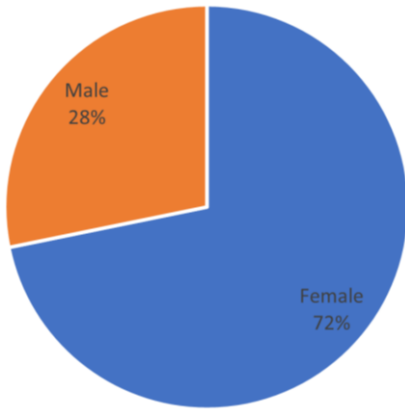
Unmet Need	Count
Advocacy	1
Home Construction Loans	1

REASONS FOR UNMET NEEDS

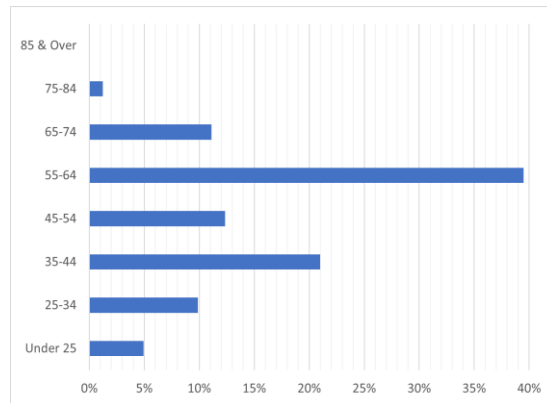


DEMOGRAPHICS

GENDER



AGE



TOP ZIP CODES

Zip	Count	Zip	Count
15001	27	15042	3
15010	17	15005	2
15003	9	15026	2
15061	8	15059	2
15074	7	15027	1
15066	5	16115	1
16117	5	16123	1
15052	4	16141	1
15009	3		

TOP REFERRALS

Cornerstone of Beaver County - Housing and Financial Assistance	28
Dollar Energy Fund - Utility Payment Assistance	27
Salvation Army - Aliquippa Service Center - Food and Financial Assistance	27
Society of Saint Vincent DePaul - Beaver County - Financial Assistance and Furniture	26
COMPASS Application for Emergency Rental Assistance Program (ERAP)	22
Franklin Center of Beaver County - Outreach and Referral	16
Franklin Center of Beaver County - Emergency Rental Assistance Program	14
Modest Needs - Emergency Self-Sufficiency Grants	11
Holy Family Institute - Duquesne Light Utility Assistance Program - Aliquippa	8
Salvation Army - Beaver Falls Worship and Service Center - Financial Assistance	7
Salvation Army - Beaver County Service Units - Ambridge Service Unit	6
Beaver County Office on Aging - Aging Services	5
Catholic Charities of the Diocese of Pittsburgh - Beaver County Pregnancy and Parenting Support	5
Holy Family Institute - Duquesne Light Utility Assistance Program - Beaver Falls	5
Pennsylvania Public Utility Commission - Electric Companies	5
Salvation Army - Beaver County Service Units - Midland Service Unit	4
Salvation Army - Rochester Worship and Service Center - Food and Financial Assistance	4
Society of Saint Vincent de Paul Council of Pittsburgh - Tangible Aid	4
St. Vincent de Paul Tangible Aid	4
Aqua - Helping Hand Program	3
Beaver County Transit Authority - Medical Assistance Transportation Program	3
Community Development Program of Beaver County - Community and Housing Development	3
Cornerstone of Beaver County - Emergency Solutions Grant	3
Disability Options Network - Home Repair and Modification	3
Housing Authority of the County of Beaver - Help House	3