

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 ~



### 1,200

**PHONE CONTACT**

Last month: 1,355  
Last year: 1,931



### 42

**TEXT CONTACT**

Last month: 45  
Last year: 46



### 15

**CHAT & EMAIL CONTACT**

Last month: 15  
Last year: 20



### 759

**WEB CONTACT**

Last month: 727  
Last year: 621

## NEEDS

### BASIC NEEDS BY CATEGORY

*Includes only the referrals made by Resource Navigators in response to phone, text, chat, or email contact (does not include web searches).*



### 516

**Housing & Shelter**



### 21

**Food & Meals**



### 323

**Utilities**



### 15

**Healthcare & Covid-19**



### 6

**Mental Health & Substance Use**



### 301

**Employment & Income**



### 44

**Material Goods (Clothing/Household)**



### 12

**Transportation**

### 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.

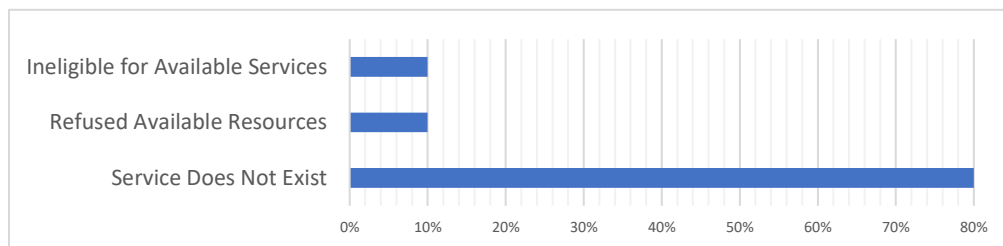
Referred Service	Count
Rent Payment Assistance	476
VITA Programs	313
Electric Service Payment Assistance	213
Food Pantries	52
Heating Fuel Payment Assistance	48
Water Service Payment Assistance	48
Gas Service Payment Assistance	33
AARP Tax Aide Programs	32
Community Shelters	26
Rental Deposit Assistance	26

### 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
Automotive Repair and Maintenance	2
Automobiles	1
Charities/Grantmaking Organizations	1
Clothes Dryers	1
Furnace Maintenance/Repair	1
Heating Fuel Payment Assistance	1
Housing Related Coordinated Entry	1
Motel Bill Payment Assistance	1
Non-Emergency Crime Reporting	1
Pet Care Services	1

### REASONS FOR UNMET NEEDS



PA 2-1-1 SOUTHWEST IS AVAILABLE 24/7



By phone: dial 211  
or 1-888-553-5778

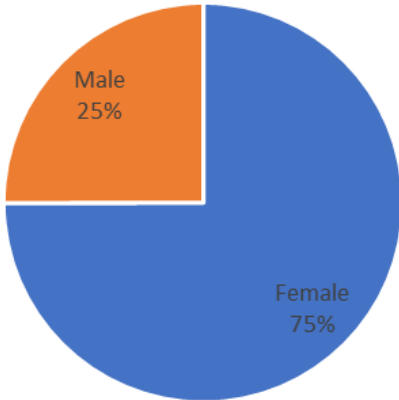
Search or Chat Online:  
[www.pa211sw.org](http://www.pa211sw.org)

Text Zip Code to:  
898-211



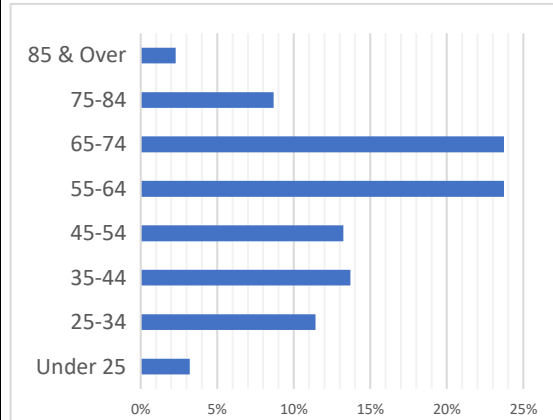
## DEMOGRAPHICS

### GENDER



Less than 1% of callers self-reported as Gender Non-Conforming or chose not to disclose their gender.

### AGE



### TOP ZIP CODES

Zip	Count	Zip	Count
15601	424	15697	19
15068	158	15012	16
15644	116	15627	15
15650	83	15668	15
15642	70	15632	13
15666	42	15672	13
15062	37	15613	11
15690	22	15717	11
15085	21	15089	10
15683	19	15670	9

## TOP REFERRALS

Catholic Charities of the Diocese of Greensburg - Rent Assistance	413
Catholic Charities of the Diocese of Greensburg - Utility Service Payment Assistance	251
Southwestern Pennsylvania VITA Sites - Appointments Scheduled through 211	242
Catholic Charities of the Diocese of Greensburg - Cooking and Heating Fuel Assistance	34
Westmoreland County ERAP - Union Mission - Intake and Processing	32
Westmoreland County Housing Authority - Rent Assistance Program	18
Welcome Home Shelter SPHS Connect Emergency Shelter for Women and Families	17
LIHEAP - Low Income Home Energy Assistance Program	16
Westmoreland County Assistance Office - Emergency Shelter Allowance (ESA)	16
Feeding the Spirit - Rent Payment Assistance	15
Saint Vincent de Paul of Greensburg - Utility Payment Assistance	14
United Way Worldwide - myfreetaxes.com	13
Catholic Charities of the Diocese of Greensburg - Baby Needs	12
UWSWPA - Emergency Basic Needs - COVID-19 Fund Application	12
Westmoreland County Housing Authority - Homeless Assistance Program (HAP)	12
Salvation Army - New Kensington Worship and Service Center - Food and Financial Assistance	10
Pennsylvania Housing Finance Agency - PA Housing Search Website	9
Westmoreland Community Action - Dollar Energy Applications for Electric	8
Westmoreland County Assistance Office - LIHEAP and Crisis Program (Energy Assistance, Utility Help)	8
Westmoreland Food Bank - Food Pantry Distribution Program	8
Modest Needs - Emergency Self-Sufficiency Grants	7
Salvation Army - Greensburg Corps and Worship and Service Center - Material Good, Food Assistance	7
Salvation Army - Ligonier Service Center - Emergency Direct Assistance	7
SPHS Connect - Shelter and Permanent Supportive Housing - Coordinated Entry	7
Westmoreland Community Action - Emergency Food Assistance	7

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