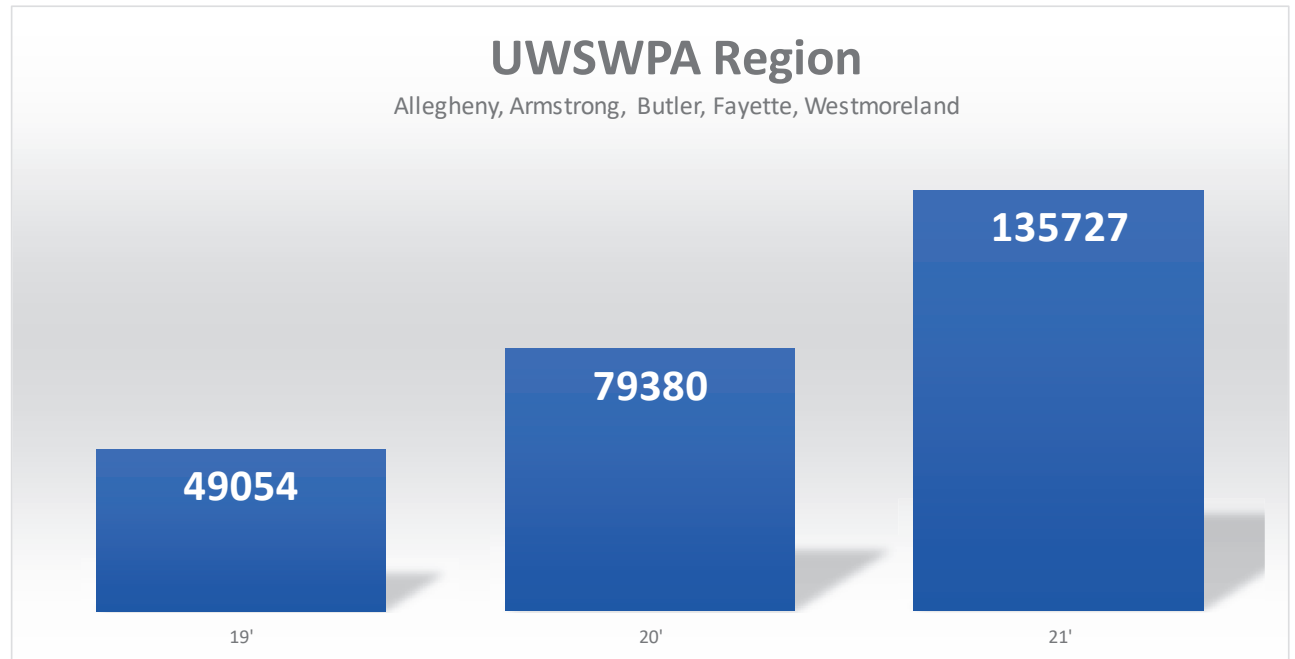


# UWSWPA Region 2019-2021 Contact Progression

61.8% Increase from 2020 over 2019

70.9% increase from 2021 over 2020



	2019	2020	2021
Allegheny	38359	56888	99229
Armstrong	491	921	1775
Butler	3732	3947	6333
Fayette	1556	3195	6252
Westmoreland	4916	14429	22138

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 ~

<p><b>804</b> PHONE CONTACT Last month: 1,009 Last year: 1,037</p>	<p><b>45</b> TEXT CONTACT Last month: 2,707* Last year: 46 <small>* includes broadcast text.</small></p>	<p><b>12</b> CHAT &amp; EMAIL CONTACT Last month: 17 Last year: 11</p>	<p><b>635</b> WEB CONTACT Last month: 838 Last year: N/A</p>
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## 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).

<p><b>264</b> UTILITIES</p>	<p><b>476</b> HOUSING</p>	<p><b>44</b> FOOD</p>	<p><b>32</b> HEALTHCARE &amp; COVID-19</p>	<p><b>32</b> EMPLOYMENT &amp; INCOME</p>	<p><b>58</b> MATERIAL GOODS</p>
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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.

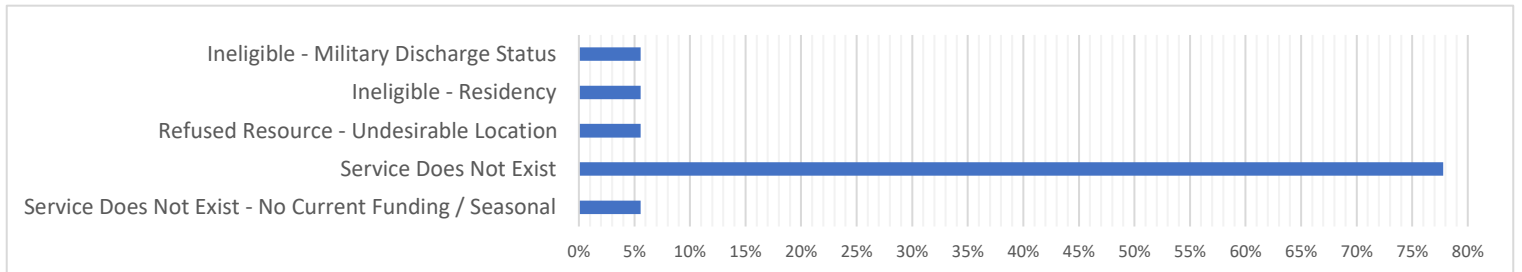
Referred Service	Count
Rent Payment Assistance	453
Electric Service Payment Assistance	139
Water Service Payment Assistance	103
Holiday Gifts/Toys	86
Food Pantries	49
Heating Fuel Payment Assistance	48
Gas Service Payment Assistance	38
Undesignated Temporary Financial Assistance	33
Community Shelters	29
Comprehensive Information and Referral	25

### 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.

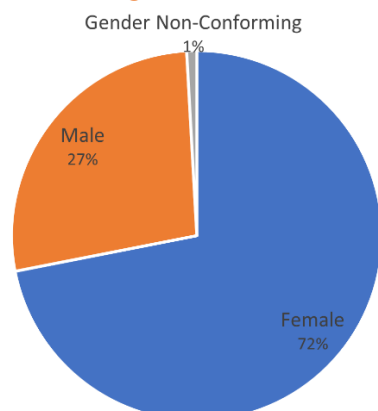
Unmet Need	Count
Automobile Loans	2
Furnace Maintenance/Repair	2
Furnaces	2
Motel Bill Payment Assistance	2
Automobile Insurance	1
Automobiles	1
Christmas Meals	1
Christmas Parties	1
Food Pantries	1
Gas Money	1

### REASONS FOR UNMET NEEDS



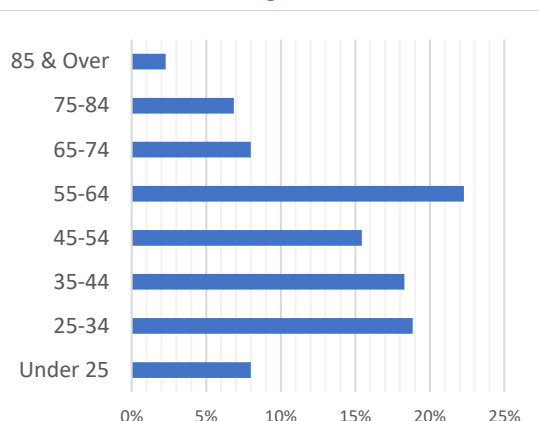
## DEMOGRAPHICS

### GENDER



Less than 1% of callers chose not to disclose their Gender.

### AGE



### TOP ZIP CODES

Zip	Count	Zip	Count
15627	14	15627	14
15089	12	15089	12
15683	11	15683	11
15639	10	15639	10
15697	10	15697	10
15675	8	15675	8
15072	7	15072	7
15658	7	15658	7
15672	6	15672	6
15085	5	15085	5

## TOP REFERRALS

Catholic Charities of the Diocese of Greensburg - Direct Church Referrals for Rent Assistance	316
Catholic Charities of the Diocese of Greensburg - Electric Bill Payment Assistance	84
Blessed Sacrament Cathedral - Rent Assistance	46
Catholic Charities of the Diocese of Greensburg - Sewage Bill Payment Assistance	40
Westmoreland County ERAP - Union Mission - Intake and Processing	40
Catholic Charities of the Diocese of Greensburg - Cooking and Heating Fuel	37
Feeding the Spirit - Rent Payment Assistance	30
Catholic Charities of the Diocese of Greensburg - Water Bill Payment Assistance	29
Westmoreland County Assistance Office - LIHEAP (Energy Assistance, Utility Help)	27
Westmoreland County Assistance Office - Emergency Shelter Allowance (ESA)	26
Westmoreland County Housing Authority - Rent Assistance Program	26
Catholic Charities of the Diocese of Greensburg - Information and Referral	25
Mount Pleasant Good Samaritan Center Rental Assistance	22
Saint Vincent de Paul of Greensburg - Utility Payment Assistance	21
UWSWPA Emergency Basic Needs - COVID-19 Fund Application	20
Catholic Charities of the Diocese of Greensburg - Food Assistance	18
Welcome Home Shelter SPHS Connect Emergency Shelter for Women and Families	18
Catholic Charities of the Diocese of Greensburg - Direct Church Referral for Miscellaneous Needs	16
Catholic Charities of the Diocese of Greensburg - Gas Bill Payment Assistance	15
Modest Needs - Emergency Self-Sufficiency Grants	14
Excela Health - Westmoreland Mobile Covid-19 Immunization Clinic for Homebound	11
Salvation Army - New Kensington Worship and Service Center - Food and Financial Assistance	11
Westmoreland Community Action - Dollar Energy Applications for Electric	11
Catholic Charities of the Diocese of Greensburg - Clothing Assistance	10
Catholic Charities of the Diocese of Greensburg - Diapers	10