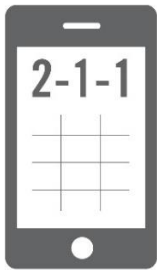




PA 2-1-1 Northwest didn't just help us pay a bill.
It helped us through a difficult transition.
- Recent 2-1-1 caller



CONTACT VOLUME



796
PHONE
CONTACTS

Last month: 772
Last year: 413



954
WEBSITE
VISITS

Last month: 983
Last year: 914



133
CHAT & TEXT

Last month: 94
Last year: 26

NEEDS



239
HOUSING



218
SEASONAL/
HOLIDAY



175
UTILITY
ASSISTANCE



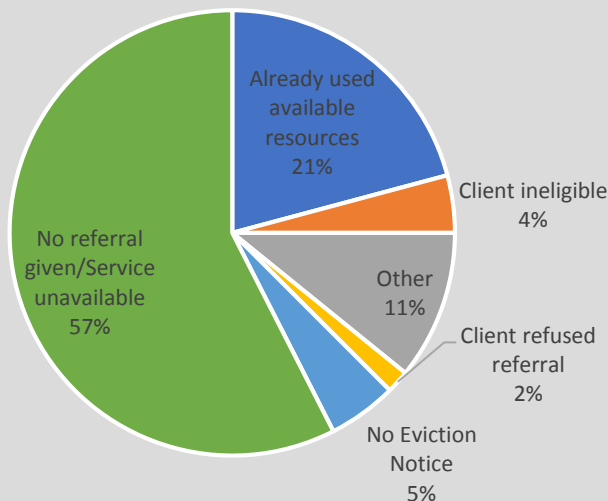
93
INFORMATION
SERVICES



73
FOOD

If services don't exist to meet an inquirer's need or if they are deemed ineligible, 2-1-1 records that as an unmet need. In these cases, 2-1-1 resource navigators explore other services that may be of assistance.

REASON NEED UNMET



TOP NEEDS

Christmas Programs	160
Rent Payment Assistance	92
Electric Service Payment Assistance	90
Telephone Call Center Services	75
Volunteer Opportunities	56
Total Needs	473

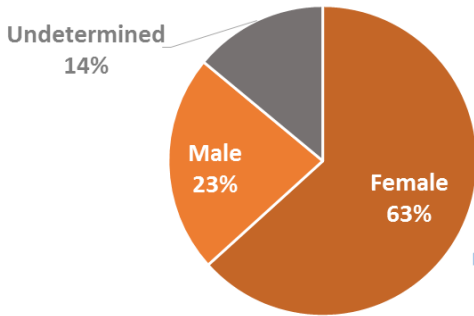
TOP UNMET NEEDS

Electric Service Payment Assistance	22
Rent Payment Assistance	21
Water Service Payment Assistance	10
Rental Deposit Assistance	6
Gas Service Payment Assistance	5
Total Needs Unmet	64

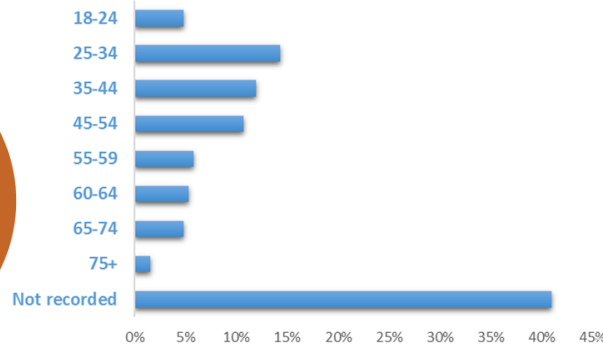
2-1-1 Thanks Our Sponsors

DEMOGRAPHICS

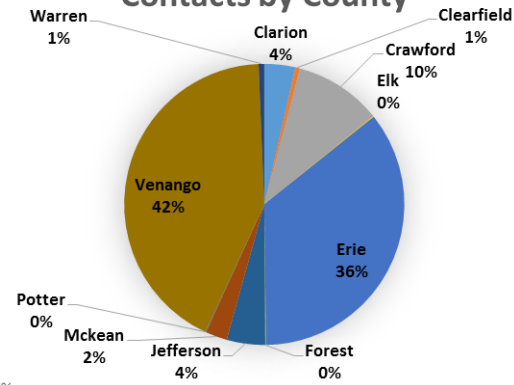
GENDER



AGE



Contacts by County



TOP REFERRALS

Community Services of Venango County	201
Pennsylvania Department of Human Services	99
Venango County Department of Human Services	47
Center for Family Services	35
Inter-Church Ministries of Erie County	33
Charitable Deeds and Services	28
Erie County Care Management	22
Salvation Army - Oil City Worship and Service Center	22
National Fuel Gas	19
Second Harvest Food Bank of NWPA	19
Martin Luther King Center	18
Saint Martin Center	17
Pennsylvania Housing Finance Agency	17
PA National Guard Service Member & Family Support	17
Salvation Army - Meadville Worship and Service Center	15
Community Action	14
Salvation Army - Erie Worship and Service Center	14
Erie City Mission	14
First Energy	14
Community of Caring	13
Toys for Tots (USMC)	13

