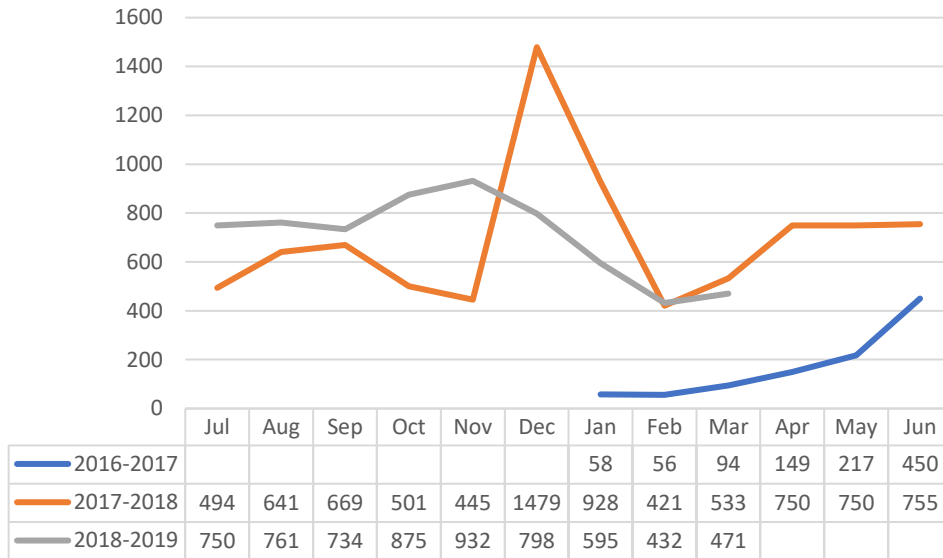


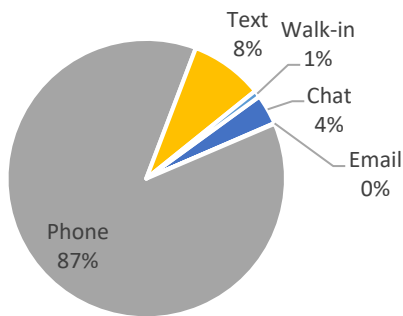
We called PA 2-1-1 Northwest for help when our resources just couldn't stretch any further.
- 2-1-1 caller

CONTACT VOLUME

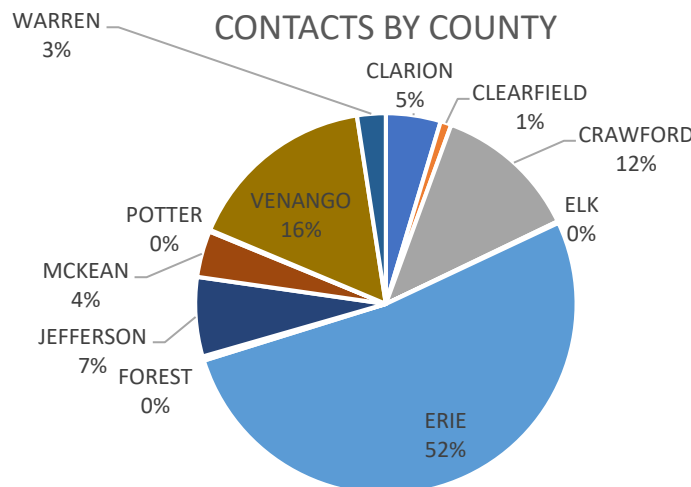
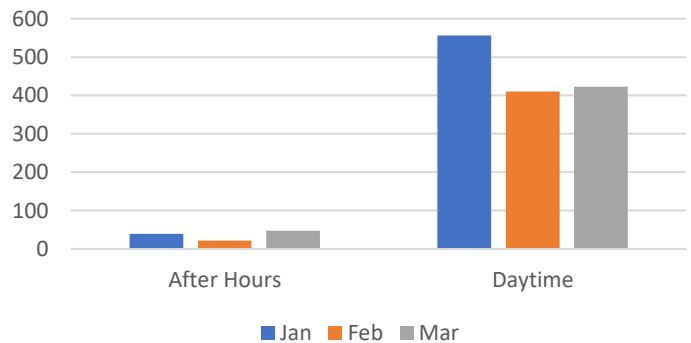


(Excludes Walk-Ins and Elk County Calls (13))

TYPE OF CONTACT



TIME OF CONTACT



NEEDS

TOP NEEDS

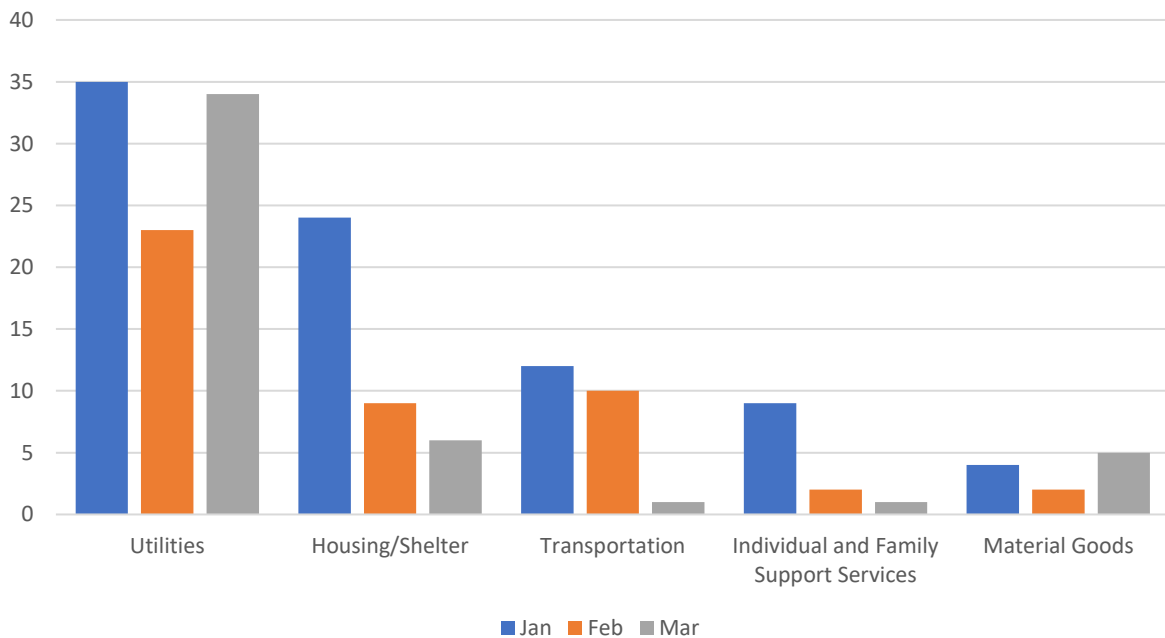
Presenting Need	Total
Christmas Programs	354
Electric Service Payment Assistance	279
Rent Payment Assistance	263
Telephone Call Center Services	193
Food Pantries	164
Gas Service Payment Assistance	140
Undesignated Temporary Financial Assistance	133
Specialized Information and Referral	109
Directory Assistance	103
Housing Related Coordinated Entry	91
Total Needs	1,829

BASIC NEEDS

Basic Needs	Total
Top Housing Needs	477
Rent Payment Assistance	263
Housing Related Coordinated Entry	91
Low Income/Subsidized Private Rental Housing	42
Community Shelters	41
Housing Authorities	40
Top Utility Needs	549
Electric Service Payment Assistance	279
Gas Service Payment Assistance	140
Water Service Payment Assistance	75
Utility Bill Payment Plans	29
Heating Fuel Payment Assistance	26
Top Material Goods Needs	66
General Clothing Provision	34
Thrift Shops	32

UNMET NEEDS

TYPES OF UNMET NEEDS

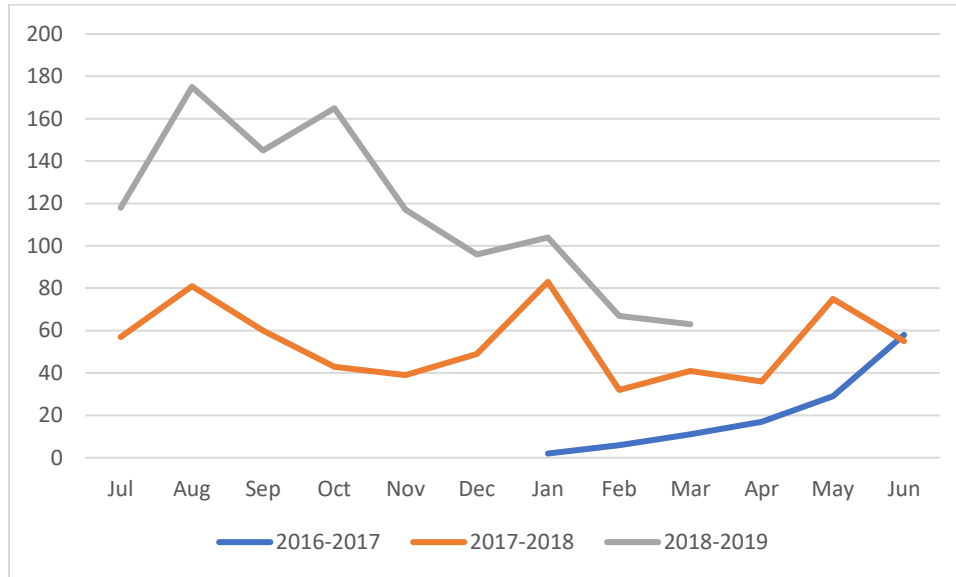


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PA 2-1-1 NORTHWEST: Q3 2019

UNMET NEEDS: YEARLY COMPARISON

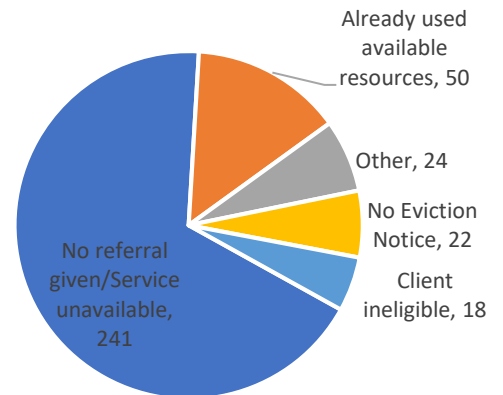


If services don't exist to meet an inquirer's need or if they are deemed ineligible, 2-1-1 records that as an unmet need. In these cases, 2-1-1 resource navigators explore other services that may be of assistance.

TOP 10 UNMET NEEDS

Unmet Needs	# of Contacts
Electric Service Payment Assistance	76
Rent Payment Assistance	57
Water Service Payment Assistance	29
Gas Service Payment Assistance	26
Rental Deposit Assistance	11
Automobiles	10
Christmas Programs	8
Electric Bill Payment Plan Negotiation Assistance	8
Furniture	6
Community Shelters	5
Total	236

REASON NEED UNMET

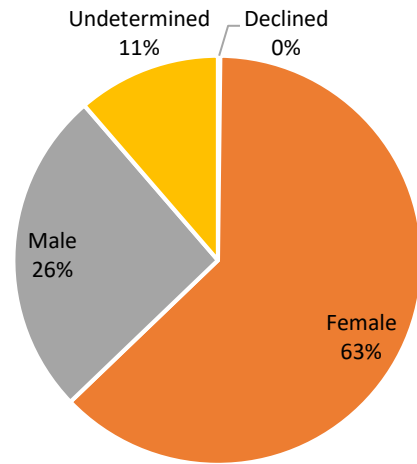


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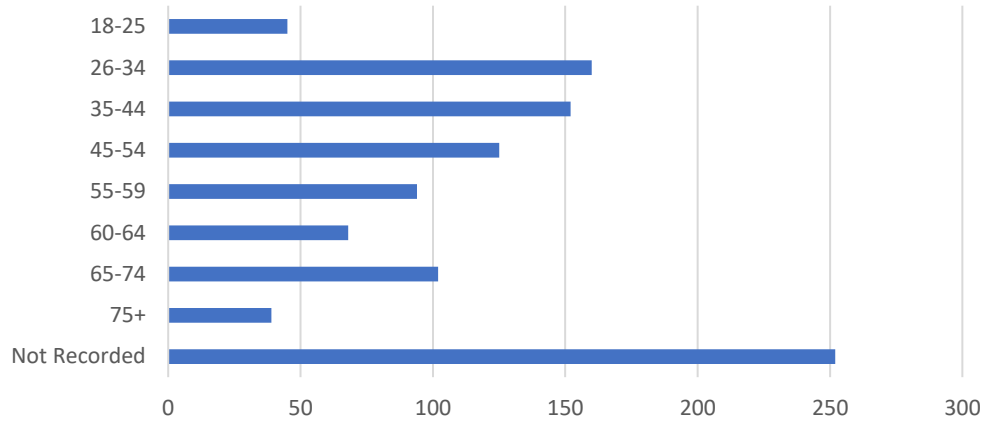


DEMOGRAPHICS

GENDER



AGE



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TOP REFERRALS

Referral Name	Count
United Way of Erie County - Erie FREE Taxes	68
Greater Erie Community Action Committee - Central Office - Utility Assistance	61
PA National Guard Family Program	51
Charitable Deeds and Services - Financial Assistance	47
Inter-Church Ministries of Erie County - Voucher System for Emergency Assistance	41
Pennsylvania Department of Human Services - Erie County Assistance Office - Emergency Shelter Allowance (ESA)	40
Erie County Care Management - Erie Office - CoC Coordinated Entry	39
Pennsylvania Department of Human Services - Erie County Assistance Office - LIHEAP (Energy Assistance, Utility Help)	37
Center for Family Services - Main Office - Emergency Assistance	37
Venango County Department of Human Services - Main Complex - Community Support Services	36
Venango County Department of Human Services - Main Complex - Housing Department	27
Salvation Army - Bradford Worship and Service Center	25
Community Services of Venango County - Center Street, Oil City - Utility Assistance	24
Salvation Army - Corry Worship and Service Center	24
First Energy - Penelec - Pennsylvania Customer Assistance Program	23
Second Harvest Food Bank of NWPA - Food Pantry Locator	22
Housing Authority of the City of Erie	22
Pennsylvania Office of Consumer Advocate	22
Salvation Army - Oil City Worship and Service Center - Extreme Crisis Funds	22
Northwestern Legal Services - Erie Office / Central Intake	21
Army Emergency Relief	20
National Fuel Gas - Erie - C.A.R.E.S.	20
PA Housing Search Website	19
United States Department of Agriculture - Crawford County Office - Section 504 Home Repair Program	19
Community Services of Venango County - Center Street, Oil City - Child Advocacy Program	18

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RESOURCE DATABASE UPDATES

County	Total Updated Records				Formal Updates	
	January	February	March	Quarterly Total	Formal Updates completed in FY2019Q3	Formal to Total Updates
Cameron	0	0	0	0	0	0%
Clarion	2	1	4	7	0	0%
Clearfield	13	59	26	98	0	0%
Crawford	42	41	26	109	32	29%
Elk	1	0	1	2	0	0%
Erie	28	36	30	94	25	27%
Forest	0	0	0	0	0	0%
Jefferson	6	1	4	11	0	0%
McKean	13	11	11	35	7	20%
Potter	1	2	3	6	1	17%
Venango	21	43	27	91	29	32%
Warren	13	13	9	35	5	14%
Region	138	207	141	488	99	20%

For information on updating an agency listing, visit pa211nw.org/service-providers or email info@pa211nw.org

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