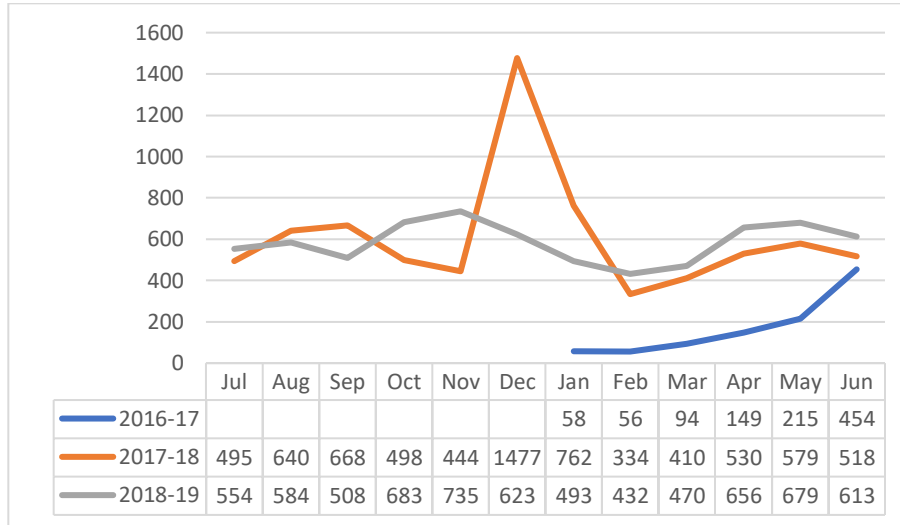
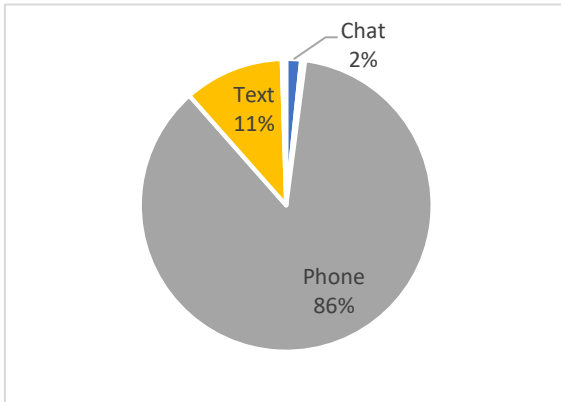


We called PA 2-1-1 Northwest for help when our resources just couldn't stretch any further.
- 2-1-1 caller

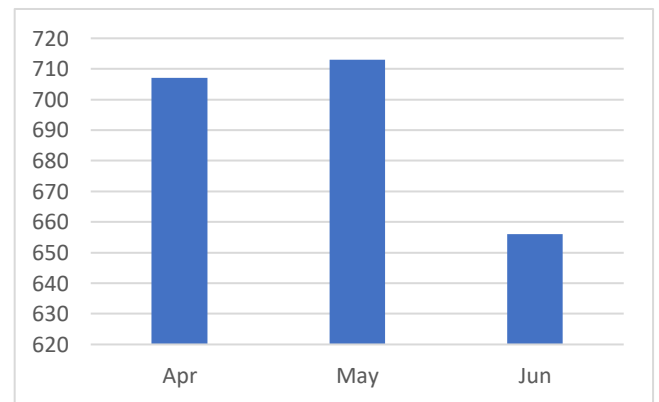
CONTACT VOLUME



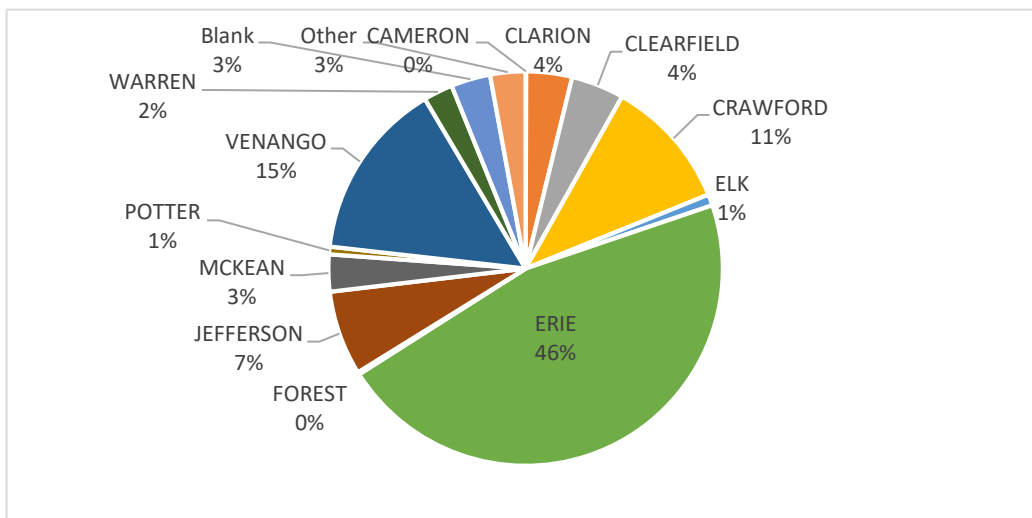
Contact Type



Contacts by Month



Contacts by County



PA 2-1-1 NORTHWEST: Q4 2018-2019

NEEDS

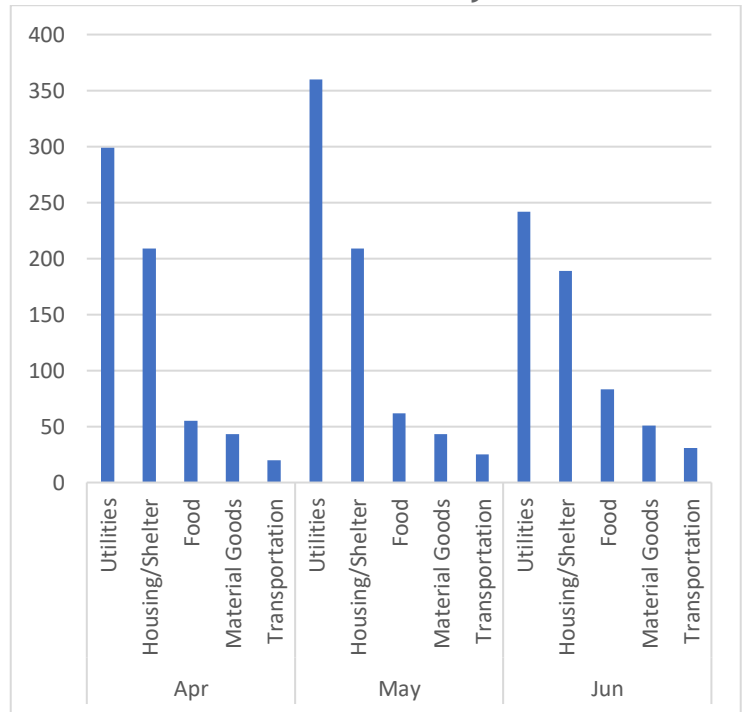
TOP NEEDS

General Services	265
Specialized Information and Referral	122
Directory Assistance	92
211 Systems	51
Income Support & Employment	227
Undesignated Temporary Financial Assistance	201
Food Stamps/SNAP	12
Comprehensive Job Assistance Centers	7
Medicaid Applications	7
Criminal Justice & Legal Services	97
Veteran Benefits Assistance	45
General Legal Aid	27
Advocacy	25
Consumer Services	42
Utility Service Complaints	23
Tax Preparation Assistance	13
Personal Financial Counseling	6
Individual & Family Life	36
Long Term Case/Care Management	16
In Home Assistance	14
Case/Care Management	6
Health Care	32
Medical Care Expense Assistance	6
Home Health Aide Services	6
Medical Expense Assistance	4
Mental Health & Substance Use Disorder Services	31
Central Intake/Assessment for Mental Health	11
Crisis Intervention	11
Individual Counseling	9
Target Populations	27
Veterans	9
Topical Identifiers/Issues	8
Cancer	5
Environment & Public Health/Safety	10
Child Passenger Safety Seats	5
Pest Control Services	3
Bed Bug Control	2

BASIC NEEDS

Utilities	802
Electric Service Payment Assistance	586
Gas Service Payment Assistance	160
Water Service Payment Assistance	56
Housing/Shelter	299
Rent Payment Assistance	172
Housing Related Coordinated Entry	89
Home Rehabilitation Loans	38
Food	178
Food Pantries	135
Summer Food Service Programs	26
Soup Kitchens	17
Material Goods	77
General Clothing Provision	31
Thrift Shops	23
Diapers	23
Transportation	45
Non-Emergency Medical Transportation	25
Gas Money	13
Automobile Repair Loans	7

Basic Needs by Month



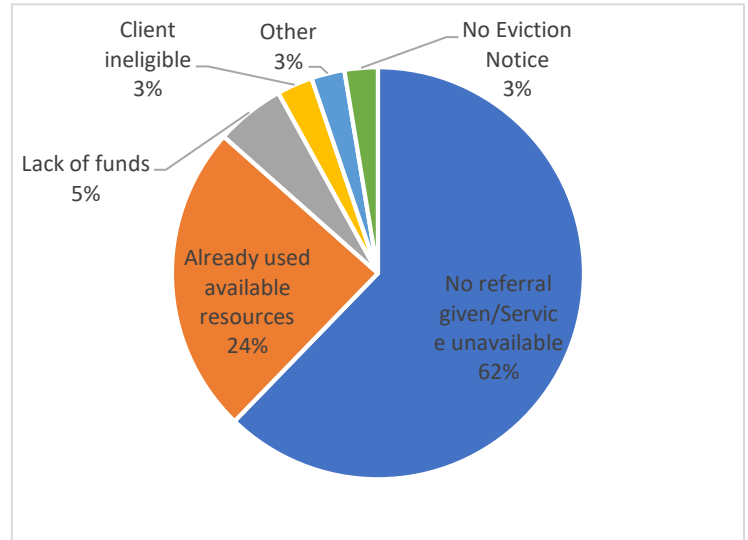
UNMET NEEDS

Top Unmet Needs

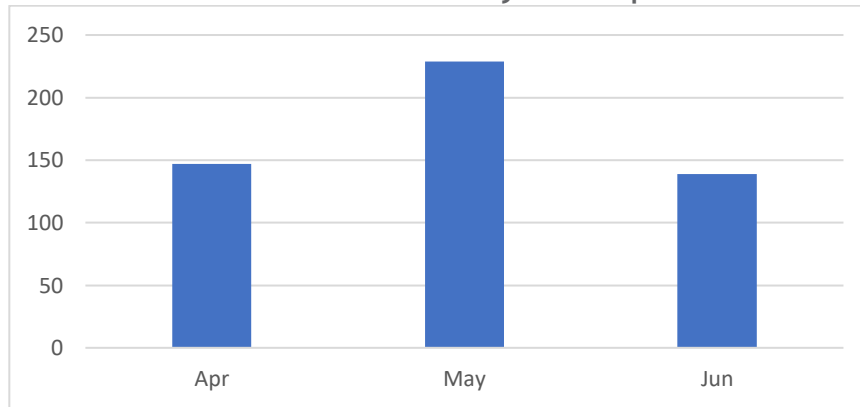
Basic Needs	302
Electric Service Payment Assistance	231
Gas Service Payment Assistance	39
Rent Payment Assistance	32
General Services	30
Directory Assistance	15
Research	12
Comprehensive Information and Referral	3
Health Care	11
Medical Expense Assistance	3
Vehicle Adaptation Services	2
Environment & Public Health/Safety	8
Pest Control Services	3
Bed Bug Control	2
Consumer Services	6
Identification Card Fee Payment Assistance	3
Birth Certificate Fee Payment Assistance	2

Reasons Needs Unmet

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

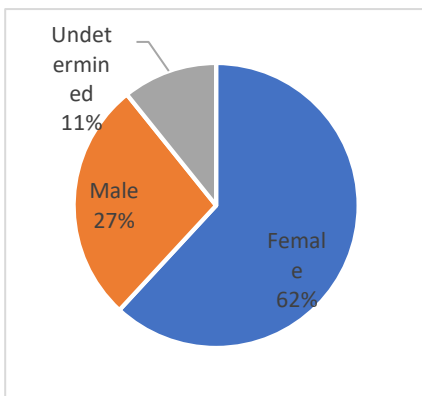


Unmet Needs: Monthly Comparison

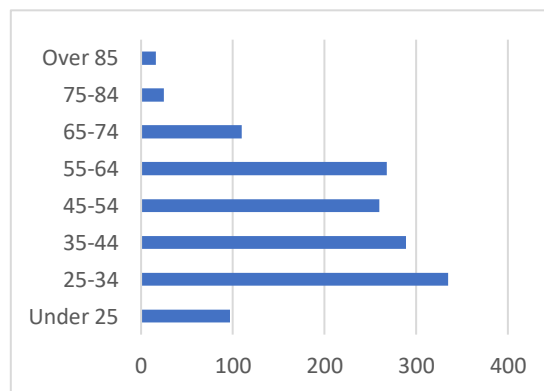


DEMOGRAPHICS

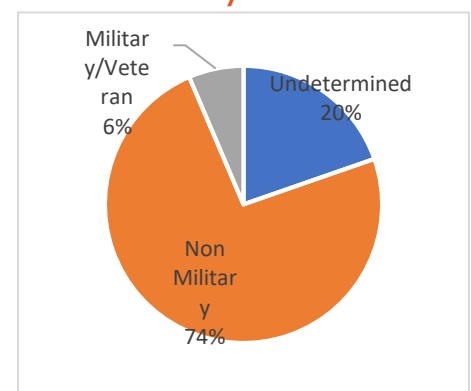
GENDER



AGE



MILITARY/VETERAN



PA 2-1-1 NORTHWEST: Q4 2018-2019

TOP REFERRALS	
Charitable Deeds and Services - Financial Assistance	102
Greater Erie Community Action Committee - Central Office - Utility Assistance	69
Modest Needs	67
PA Public Utility Commission - Consumer Services Bureau	63
Pennsylvania Office of Consumer Advocate	59
Salvation Army - Meadville Worship and Service Center	57
Erie County Care Management - Erie Office - CoC Coordinated Entry	57
Search for a 2-1-1 or Information and Referral Service	53
Center for Family Services - Main Office - Emergency Assistance	52
PA National Guard Family Program	51
Pennsylvania Department of Human Services - Erie County Assistance Office - Emergency Shelter Allowance (ESA)	49
Inter-Church Ministries of Erie County - Voucher System for Emergency Assistance	49
Second Harvest Food Bank of NWPA - Food Pantry Locator	48
Venango County Department of Human Services - Main Complex - Community Support Services	48
PA Housing Search Website	43
Salvation Army - Bradford Worship and Service Center	41
National Fuel Gas - Erie - C.A.R.E.S.	40
Salvation Army - Corry Worship and Service Center	38
Community Services of Venango County - Center Street, Oil City - Child Advocacy Program	38
Salvation Army - Franklin Service Center	37
Army Emergency Relief	33
Salvation Army - Clearfield Worship and Service Center	33
Community Services of Venango County - Center Street, Oil City - Utility Assistance	32
First Energy - Penelec - Pennsylvania Customer Assistance Program	32
Salvation Army - Oil City Worship and Service Center	30
United States Department of Agriculture - Crawford County Office - Section 504 Home Repair Program	30
First United Methodist Church - Reynoldsville	30
Community Action - Clarion Office - Emergency Shelter and Rent Assistance	28
Northwestern Legal Services - Erie Office / Central Intake	25
Agape Community Services - Financial Assistance	24
Venango County Department of Human Services - Main Complex - Housing Department	24
Housing Authority of the City of Erie	24
Pennsylvania Housing Finance Agency - Renovate & Repair Loan Program	23
Joel II Restoration Outreach	23
Pennsylvania Department of Military and Veteran Affairs - Erie County Veterans Affairs	23