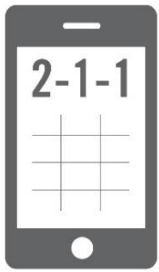


“ PA 2-1-1 Northwest didn't just help us pay a bill. It helped us through a difficult transition. ”
- Recent 2-1-1 caller

CONTACT VOLUME



569
PHONE CONTACTS

Last month: 734
Last year: 705



650
WEBSITE VISITS

Last month: 679
Last year: 720



74
CHAT & TEXT

Last month: 94
Last year: 54

NEEDS



HOUSING 195



UTILITY ASSISTANCE 162



INFORMATION SERVICES 77



MATERIAL GOODS 58

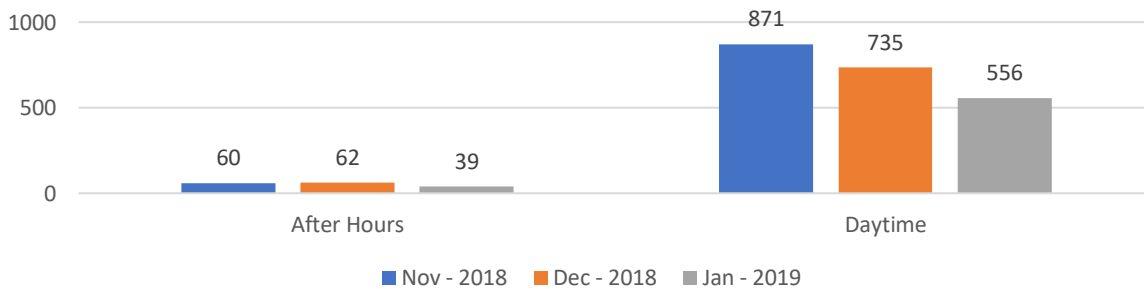


FOOD 57

TOP NEEDS

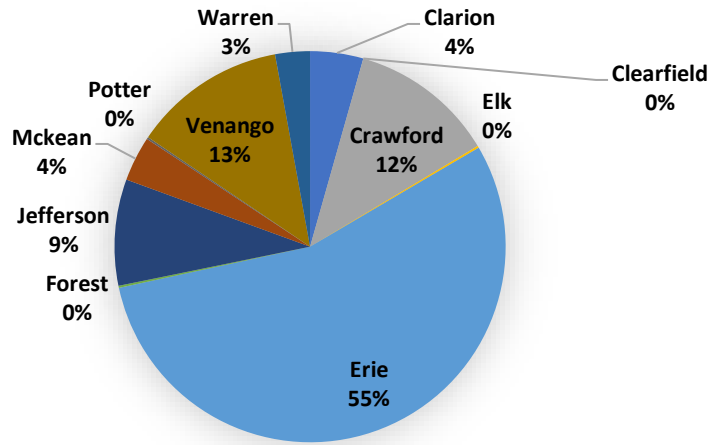
Electric Service Payment Assistance	68
Rent Payment Assistance	60
Food Pantries	44
Telephone Call Center Services	34
Directory Assistance	31
Specialized Information and Referral	29
Gas Service Payment Assistance	27
Undesignated Temporary Financial Assistance	26
Housing Related Coordinated Entry	22
Water Service Payment Assistance	21
Total Needs	943

CONTACTS: TIME OF DAY



PA 2-1-1 NORTHWEST: January 2019

CONTACTS BY COUNTY



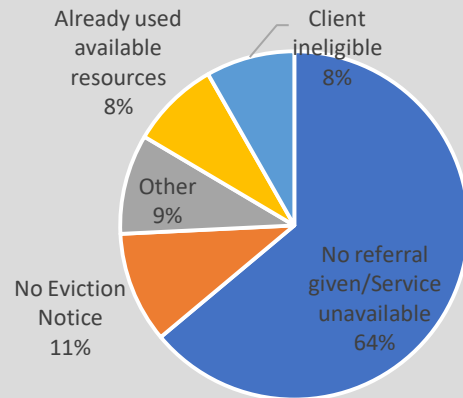
UNMET NEEDS

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 UNMET NEEDS

Rent Payment Assistance	19
Electric Service Payment Assistance	10
Water Service Payment Assistance	9
Heating Fuel Payment Assistance	6
Residential Snow Shoveling	5
Gas Service Payment Assistance	3
Research	3
Bus Fare	3
Automobile Insurance Payment Assistance	3
Total Needs Unmet	104

REASON NEED UNMET

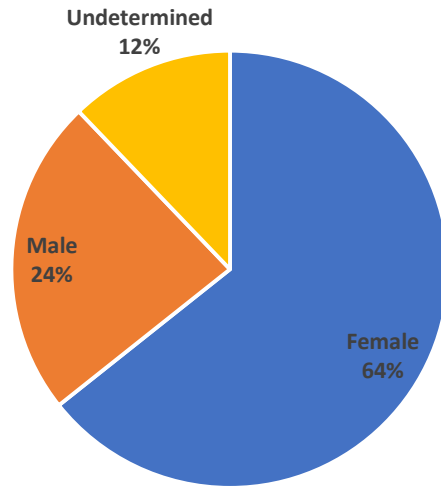


2-1-1 Thanks Our Sponsors

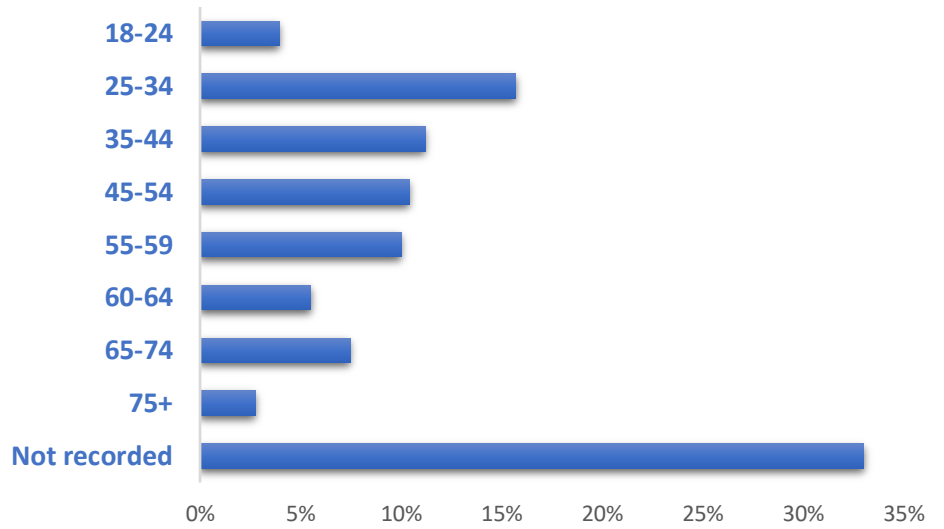


DEMOGRAPHICS

GENDER



AGE



2-1-1 Thanks Our Sponsors



PA 2-1-1 NORTHWEST: January 2019

TOP REFERRALS

Greater Erie Community Action Committee - Central Office - Utility Assistance	25
PA National Guard Family Program	22
Pennsylvania Department of Human Services - Erie County Assistance Office - LIHEAP (Energy Assistance, Utility Help)	19
Pennsylvania Department of Human Services - Erie County Assistance Office - Emergency Shelter Allowance (ESA)	15
Inter-Church Ministries of Erie County - Voucher System for Emergency Assistance	15
Charitable Deeds and Services - Financial Assistance	14
Erie County Care Management - Erie Office - CoC Coordinated Entry	14
Venango County Department of Human Services - Main Complex - Housing Department	13
Venango County Department of Human Services - Main Complex - Community Support Services	11
Search for a 2-1-1 or Information and Referral Service	11
National Fuel Gas - Erie - Emergency Repair Fund	11
Center for Family Services - Main Office - Emergency Assistance	11
Northwestern Legal Services - Erie Office / Central Intake	11
Pennsylvania Department of Human Services - Venango County Assistance Office - LIHEAP	10
Pennsylvania Office of Consumer Advocate	10
First Energy - Penelec - Pennsylvania Customer Assistance Program	10
Salvation Army - Corry Worship and Service Center	9
Saint Martin Center - Main Office - Food Pantry	9
Housing Authority of the City of Erie	9
Boro Women & Family Services - Material Needs Assistance	9
The Salvation Army Western Pennsylvania Division - Meadville Worship and Service Center	9
National Fuel Gas - Erie - C.A.R.E.S.	8
Sisters of Saint Joseph (SSJ) Neighborhood Network	8
Salvation Army - Bradford Worship and Service Center	8

2-1-1 Thanks Our Sponsors

