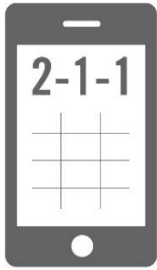


“ PA 2-1-1 Northwest didn't just help us pay a bill. It helped us through a difficult transition. ”
- Recent 2-1-1 caller

CONTACT VOLUME



381
PHONE CONTACTS

Last month: 569
Last year: 280



723
WEBSITE VISITS

Last month: 650
Last year: 444



44
CHAT & TEXT

Last month: 74
Last year: 28

NEEDS



HOUSING 148



UTILITY ASSISTANCE 105



INFORMATION SERVICES 59



TAX ORGANIZATIONS AND SERVICES 57

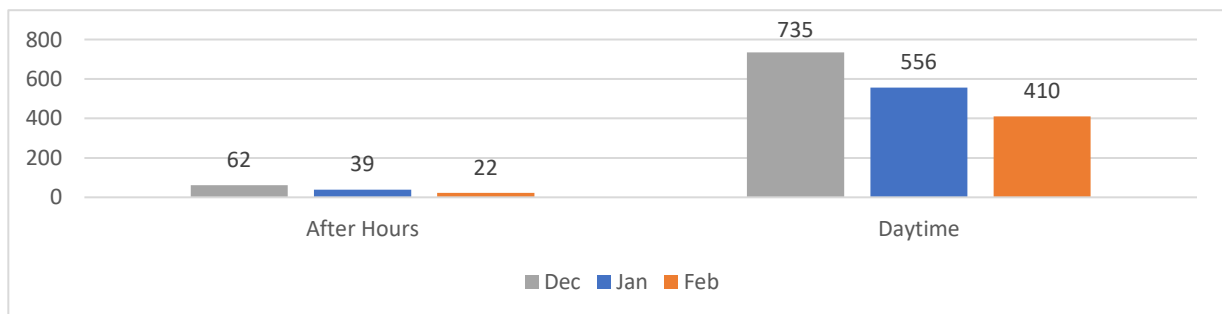


FOOD 45

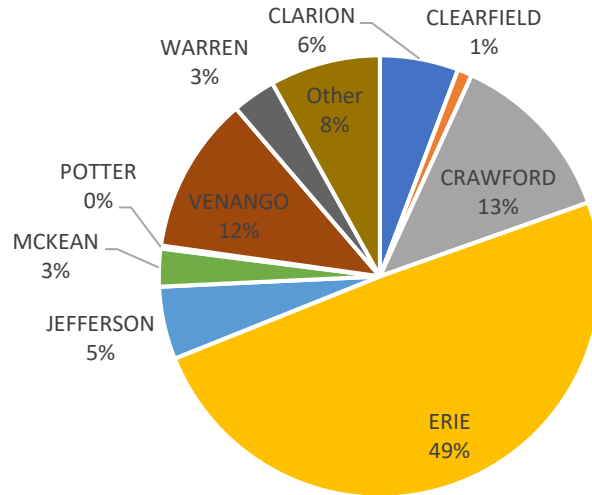
TOP NEEDS

Electric Service Payment Assistance	95
Rent Payment Assistance	40
(blank)	37
Specialized Information and Referral	33
Undesignated Temporary Financial Assistance	33
Food Pantries	27
Housing Related Coordinated Entry	22
Tax Preparation Assistance	21
Directory Assistance	21
Gas Service Payment Assistance	19
Total Needs	749

CONTACTS: TIME OF DAY



PA 2-1-1 NORTHWEST: February 2019



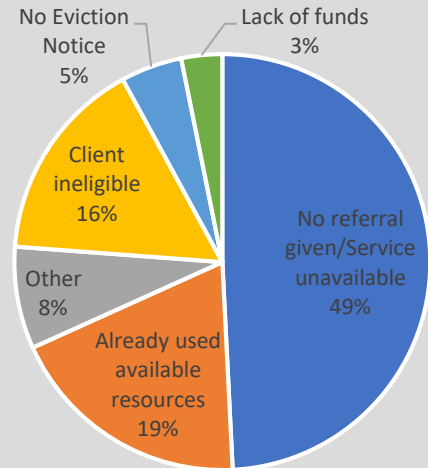
UNMET NEEDS

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

Electric Service Payment Assistance	11
Rent Payment Assistance	6
Water Service Payment Assistance	4
Electric Bill Payment Plan Negotiation Assistance	3
Sewer Service Payment Assistance	2
Rental Deposit Assistance	2
Transportation	2
Non-Emergency Medical Transportation	2
Automobile Repair Loans	2
Total Needs Unmet	64

REASON NEED UNMET

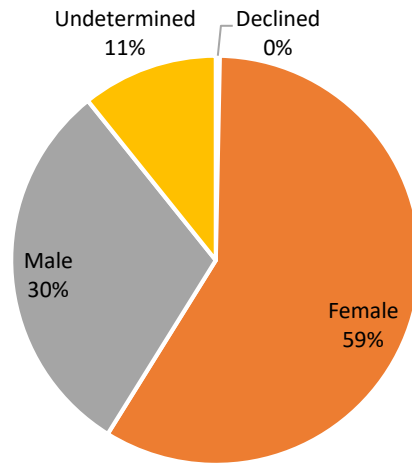


2-1-1 Thanks Our Sponsors

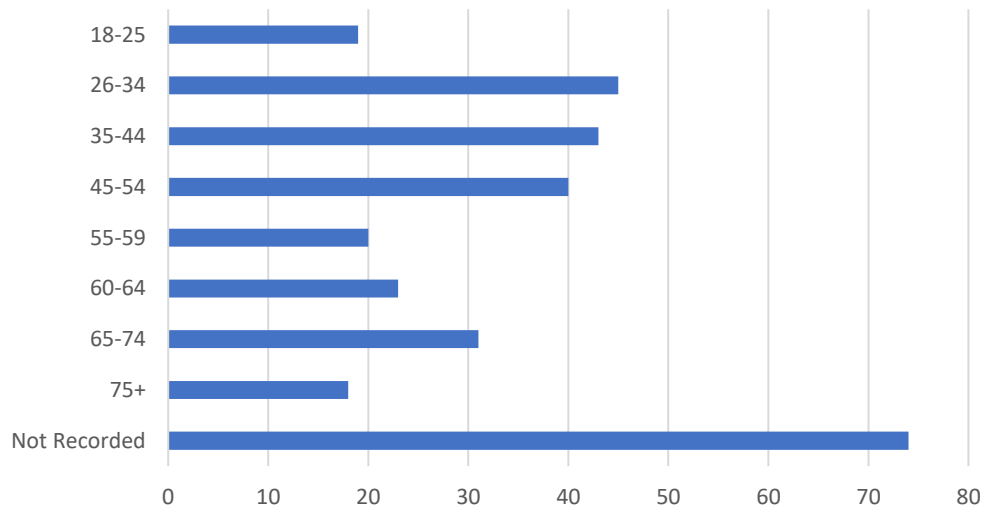


DEMOGRAPHICS

GENDER



AGE



2-1-1 Thanks Our Sponsors



PA 2-1-1 NORTHWEST: February 2019

TOP REFERRALS

United Way of Erie County - Erie FREE Taxes	41
Inter-Church Ministries of Erie County - Voucher System for Emergency Assistance	17
PA National Guard Family Program	14
Center for Family Services - Main Office - Emergency Assistance	14
Charitable Deeds and Services - Financial Assistance	13
Greater Erie Community Action Committee - Central Office - Utility Assistance	13
Erie County Care Management - Erie Office - CoC Coordinated Entry	12
Pennsylvania Department of Human Services - Erie County Assistance Office - Emergency Shelter Allowance (ESA)	11
Army Emergency Relief	10
Second Harvest Food Bank of NWPA - Food Pantry Locator	10
Pennsylvania Housing Finance Agency - Renovate & Repair Loan Program	9
Community Action - Main Office - Volunteer Income Tax Assistance	9
Salvation Army - Corry Worship and Service Center	8
Erie United Methodist Alliance - Our Neighbors Place Overflow Shelter	8
Pennsylvania Department of Human Services - Erie County Assistance Office - LIHEAP (Energy Assistance, Utility Help)	8
Northwestern Legal Services - Erie Office / Central Intake	8
Venango County Department of Human Services - Main Complex - Community Support Services	7
AARP Foundation Tax-Aide	7
Salvation Army - Oil City Worship and Service Center - Extreme Crisis Funds	7
Salvation Army - Bradford Worship and Service Center	6
United States Department of Agriculture - Crawford County Office - Section 504 Home Repair Program	6
National Fuel Gas - Erie - C.A.R.E.S.	6
Salvation Army - Warren Worship and Service Center	6
Pennsylvania Office of Consumer Advocate	6

2-1-1 Thanks Our Sponsors

