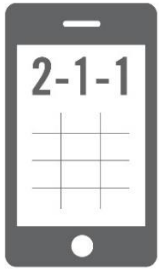


“ PA 2-1-1 Northwest didn't just help us pay a bill. It helped us through a difficult transition. ”
 - Recent 2-1-1 caller

CONTACT VOLUME



420
 PHONE CONTACTS

Last month: 381
 Last year: 363



658
 WEBSITE VISITS

Last month: 723
 Last year: 528



49
 CHAT & TEXT

Last month: 44
 Last year: 46

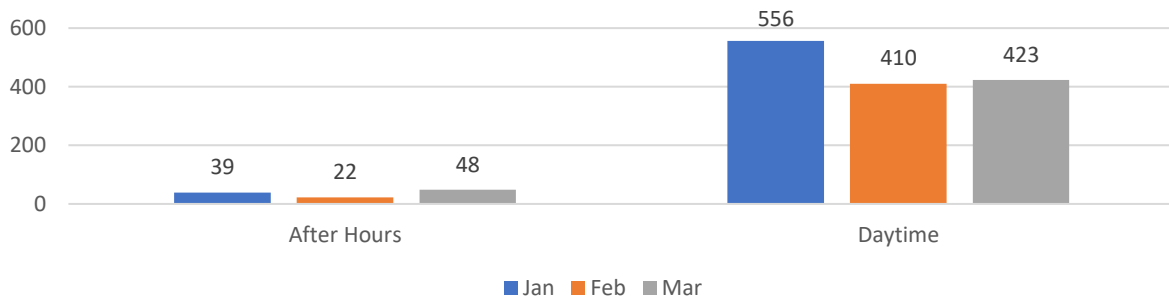
NEEDS

- HOUSING** 159
- UTILITY ASSISTANCE** 144
- INFORMATION SERVICES** 60
- FOOD** 57
- ? (blank)** 37

TOP NEEDS

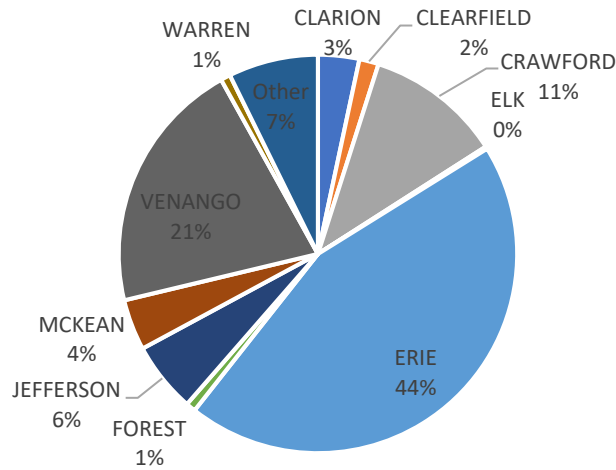
Electric Service Payment Assistance	95
Rent Payment Assistance	40
(blank)	37
Specialized Information and Referral	33
Undesignated Temporary Financial Assistance	33
Food Pantries	27
Housing Related Coordinated Entry	22
Tax Preparation Assistance	21
Directory Assistance	21
Gas Service Payment Assistance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

CONTACTS: TIME OF DAY



PA 2-1-1 NORTHWEST: March 2019

CONTACTS BY COUNTY



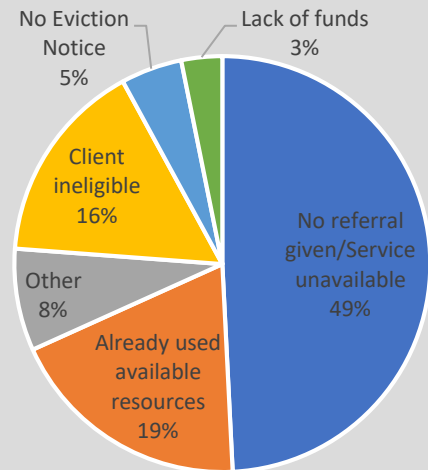
UNMET NEEDS

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

Electric Service Payment Assistance	20
Water Service Payment Assistance	7
Rent Payment Assistance	3
Directory Assistance	3
Research	2
Gas Service Payment Assistance	2
Sewer Service Payment Assistance	2
Heating Fuel Payment Assistance	1
Cable Service Payment Assistance	1
Total Needs Unmet	63

REASON NEED UNMET

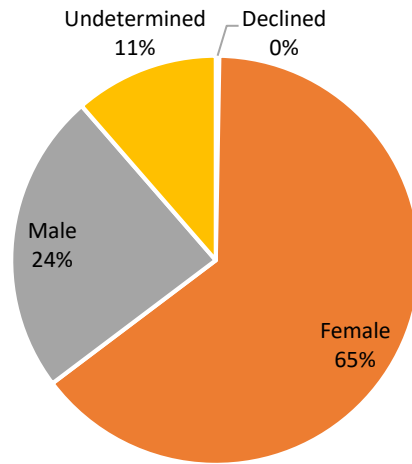


2-1-1 Thanks Our Sponsors

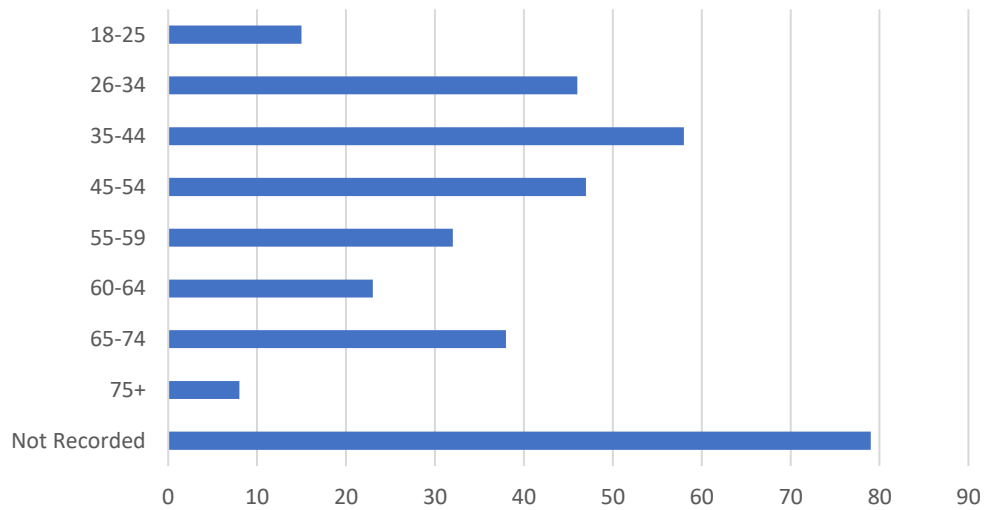


DEMOGRAPHICS

GENDER



AGE



2-1-1 Thanks Our Sponsors



TOP REFERRALS

United Way of Erie County - Erie FREE Taxes	25
Greater Erie Community Action Committee - Central Office - Utility Assistance	23
Charitable Deeds and Services - Financial Assistance	21
Venango County Department of Human Services - Main Complex - Community Support Services	18
Community Services of Venango County - Center Street, Oil City - Utility Assistance	17
PA National Guard Family Program	15
Pennsylvania Department of Human Services - Erie County Assistance Office - Emergency Shelter Allowance (ESA)	14
Erie County Care Management - Erie Office - CoC Coordinated Entry	13
Center for Family Services - Main Office - Emergency Assistance	13
Venango County Department of Human Services - Main Complex - Older Adult Services	11
PA Housing Search Website	11
Salvation Army - Bradford Worship and Service Center	11
Salvation Army - Oil City Worship and Service Center - Extreme Crisis Funds	10
Venango County Department of Human Services - Main Complex - Housing Department	10
Salvation Army - Titusville Worship and Service Center	10
Inter-Church Ministries of Erie County - Voucher System for Emergency Assistance	10
Pennsylvania Department of Human Services - Erie County Assistance Office - LIHEAP (Energy Assistance, Utility Help)	10
First Energy - Penelec - Pennsylvania Customer Assistance Program	9
Salvation Army - Oil City Worship and Service Center	9
Venango County Department of Human Services - Main Complex - County Transportation Program	8
Housing Authority of the City of Erie	8
Salvation Army - Corry Worship and Service Center	8
Community Services of Venango County - Center Street, Oil City - Child Advocacy Program	8
United States Department of Agriculture - Crawford County Office - Section 504 Home Repair Program	8

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