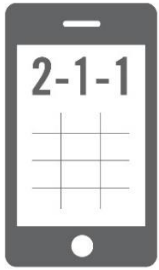


“ PA 2-1-1 Northwest didn't just help us pay a bill. It helped us through a difficult transition. ”
- Recent 2-1-1 caller

CONTACT VOLUME



697
PHONE CONTACTS

Last month: 420
Last year: 459



607
WEBSITE VISITS

Last month: 658
Last year: 652



84
CHAT & TEXT

Last month: 49
Last year: 70

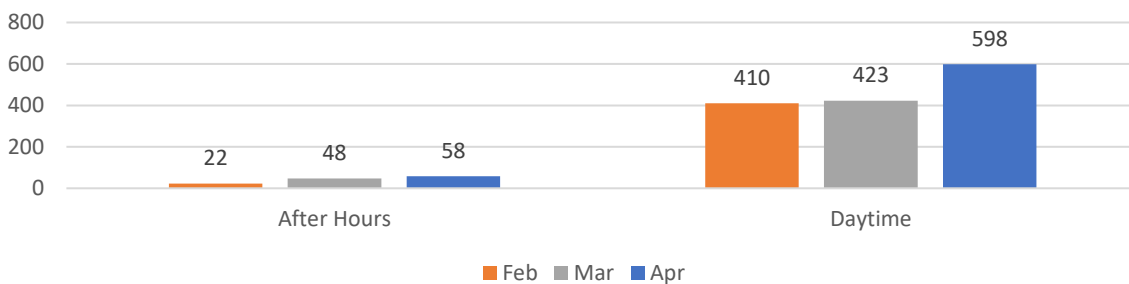
NEEDS

- UTILITY** 277
- HOUSING** 194
- INFORMATION SERVICES** 87
- BASIC NEEDS** 54
- (blank)** 44

TOP NEEDS

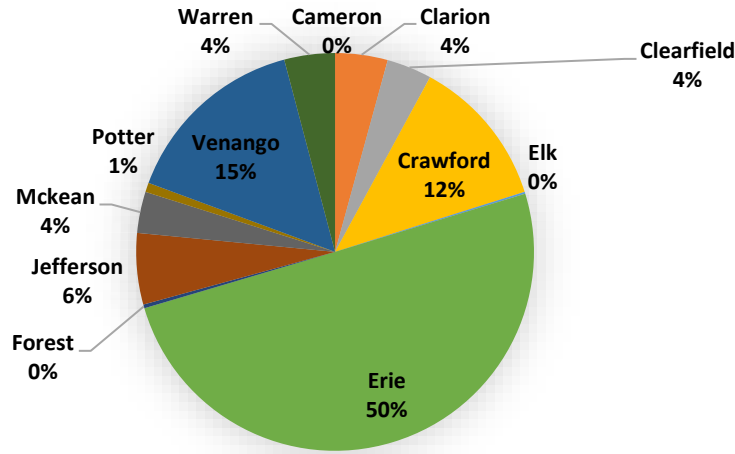
Electric Service Payment Assistance	167
Rent Payment Assistance	54
Gas Service Payment Assistance	46
(blank)	44
Specialized Information and Referral	40
Undesignated Temporary Financial Assistance	40
Food Pantries	37
Directory Assistance	30
Housing Related Coordinated Entry	22
Water Service Payment Assistance	17
Total Needs	1033

CONTACTS: TIME OF DAY



PA 2-1-1 NORTHWEST: April 2019

CONTACTS BY COUNTY



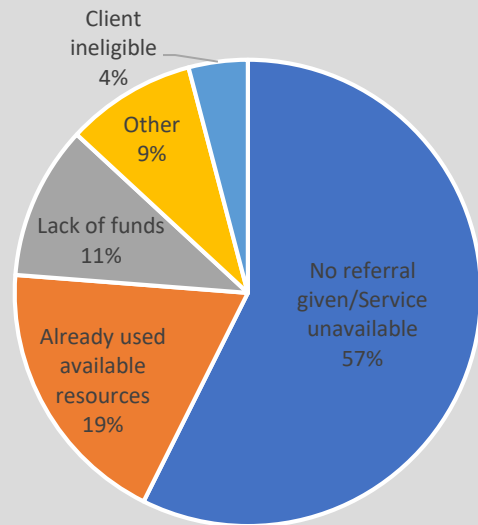
UNMET NEEDS

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	54
Gas Service Payment Assistance	9
Water Service Payment Assistance	9
Rent Payment Assistance	8
Directory Assistance	4
Utility Deposit Assistance	3
Rental Deposit Assistance	2
Sewer Service Payment Assistance	2
Automobile Repair Loans	2
Total Needs Unmet	132

REASON NEED UNMET

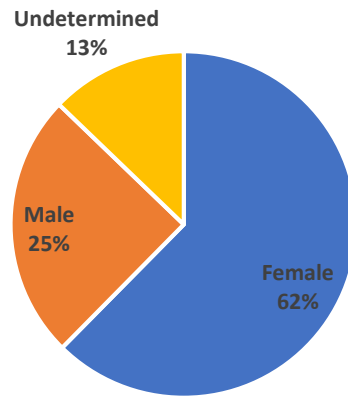


2-1-1 Thanks Our Sponsors

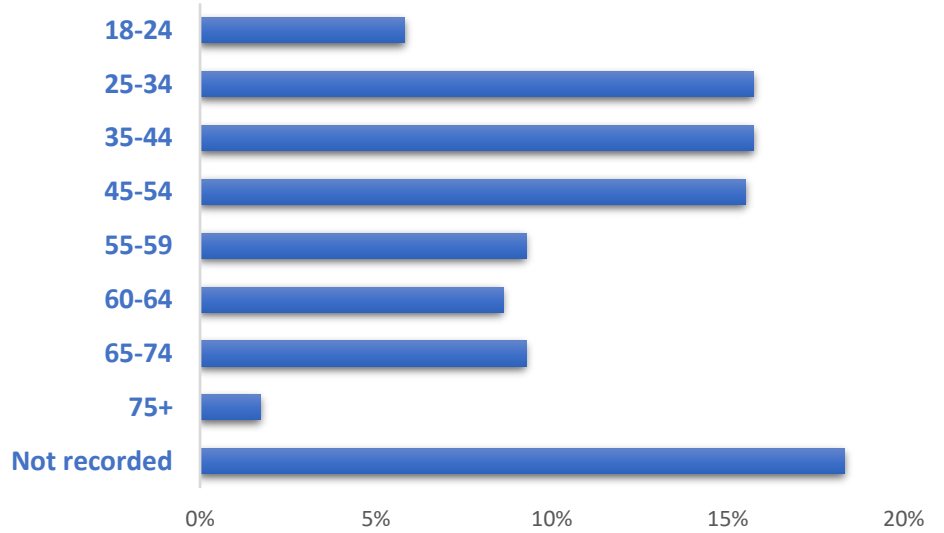


DEMOGRAPHICS

GENDER



AGE



2-1-1 Thanks Our Sponsors



TOP REFERRALS

(blank)	186
Greater Erie Community Action Committee - Central Office - Utility Assistance	36
Charitable Deeds and Services - Financial Assistance	32
Pennsylvania Office of Consumer Advocate	28
Inter-Church Ministries of Erie County - Voucher System for Emergency Assistance	20
Salvation Army - Meadville Worship and Service Center	19
PA Public Utility Commission - Consumer Services Bureau	18
Pennsylvania Department of Human Services - Erie County Assistance Office - Emergency Shelter Allowance (ESA)	17
PA Housing Search Website	16
Second Harvest Food Bank of NWPA - Food Pantry Locator	16
Erie County Care Management - Erie Office - CoC Coordinated Entry	15
Center for Family Services - Main Office - Emergency Assistance	14
Pennsylvania Department of Human Services - Erie County Assistance Office - LIHEAP (Energy Assistance, Utility Help)	14
First Energy - Penelec - Pennsylvania Customer Assistance Program	14
Army Emergency Relief	14
National Fuel Gas - Erie - C.A.R.E.S.	14
Salvation Army - Corry Worship and Service Center	13
PA National Guard Family Program	13
Venango County Department of Human Services - Main Complex - Housing Department	12
United Way of Erie County - Erie FREE Taxes	12
United States Department of Agriculture - Crawford County Office - Section 504 Home Repair Program	12
Community Action - Clarion Office - Emergency Shelter and Rent Assistance	11
Venango County Department of Human Services - Main Complex - Community Support Services	11
Salvation Army - Bradford Worship and Service Center	11
Salvation Army - Oil City Worship and Service Center	10

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