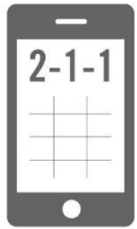


“ PA 2-1-1 Northwest didn't just help us pay a bill. It helped us through a difficult transition. ”

-Recent 2-1-1 Caller

CONTACTS



796

PHONE CONTACTS

Last Month: **697**
Last Year: **488**



607

WEBSITE VISITS

Last Month: **607**
Last Year: **665**



75

TEXT & CHAT CONTACTS

Last Month: **84**
Last Year: **90**

NEEDS



390
UTILITIES



218
HOUSING



63
FOOD



44
CRIMINAL JUSTICE &
LEGAL



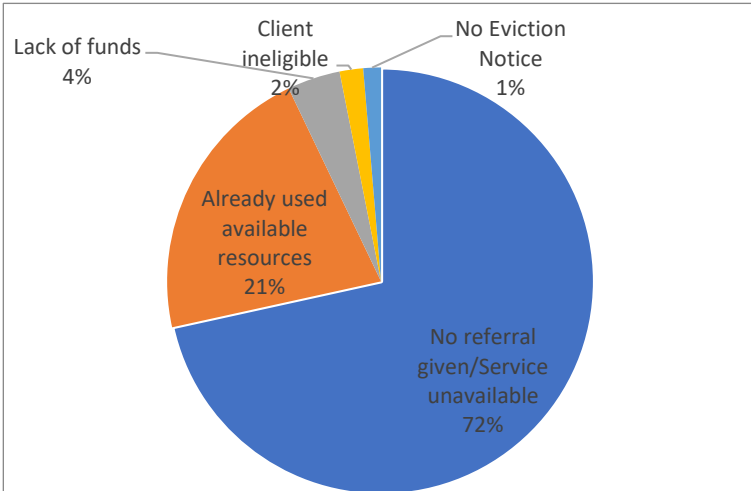
44
MATERIAL
GOODS



30
MENTAL HEALTH &
SUBSTANCE USE

If services don't exist to meet a contacts 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.

REASON NEED UNMET



TOP NEEDS

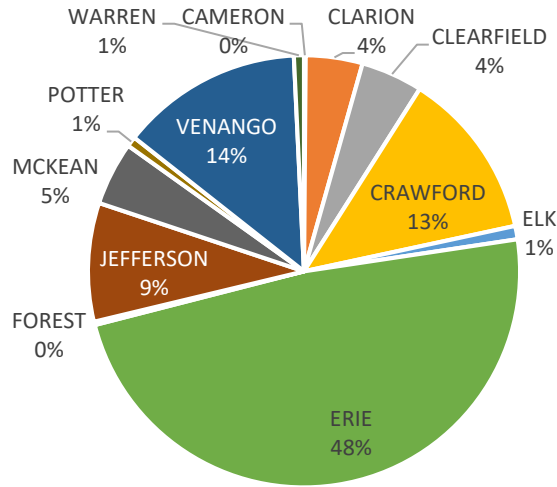
Electric Service Payment Assistance	261
Gas Service Payment Assistance	70
Rent Payment Assistance	62
Telephone Call Center Services	60
Undesignated Temporary Financial Assistance	59
Food Pantries	53
Specialized Information and Referral	44
Housing Related Coordinated Entry	31

TOP UNMET NEEDS

Electric Service Payment Assistance	109
Rent Payment Assistance	14
Gas Service Payment Assistance	13
Water Service Payment Assistance	11
Directory Assistance	7
Research	6
Automobile Repair Loans	4
Automobiles	3

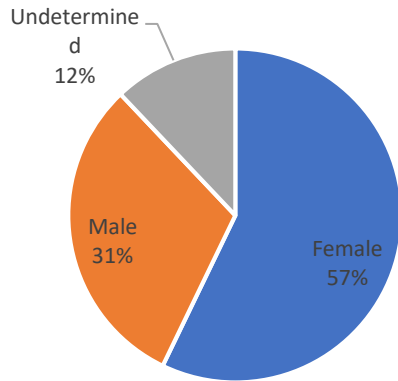


CONTACTS BY COUNTY

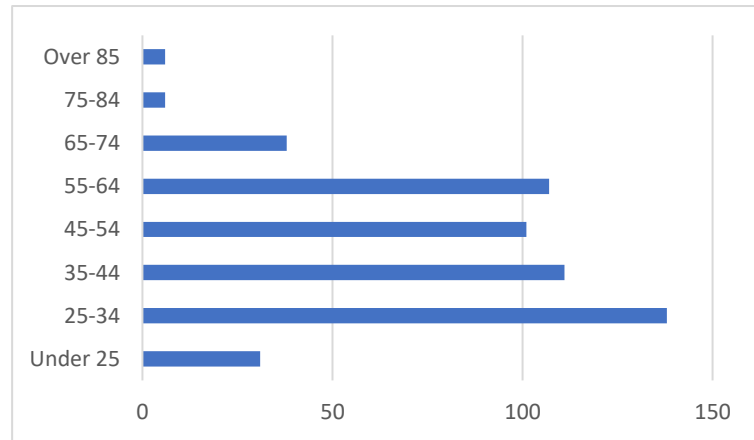


DEMOGRAPHICS

GENDER



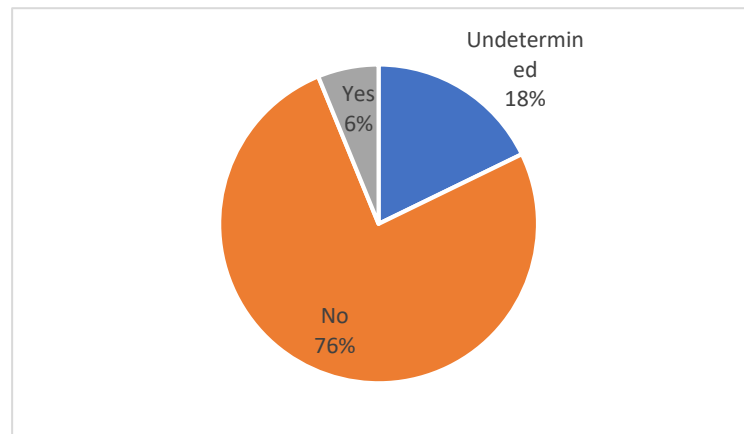
AGE



TOP ZIP CODES

16503	86
12345	68
16502	55
16323	54
16335	50
16301	31
16507	31
16510	30
16508	23
15767	23

MILITARY



2-1-1 Thanks our Sponsors



TOP REFERRALS

Charitable Deeds and Services - Financial Assistance	38
PA Public Utility Commission - Consumer Services Bureau	34
Salvation Army - Meadville Worship and Service Center	25
Salvation Army - Bradford Worship and Service Center	23
Community Services of Venango County - Center Street, Oil City - Child Advocacy Program	22
Center for Family Services - Main Office - Emergency Assistance	21
Venango County Department of Human Services - Main Complex - Community Support Services	19
Erie County Care Management - Erie Office - CoC Coordinated Entry	19
National Fuel Gas - Erie - C.A.R.E.S.	19
Pennsylvania Office of Consumer Advocate	18
First United Methodist Church - Reynoldsville	16
Pennsylvania Department of Human Services - Erie County Assistance Office - Emergency Shelter Allowance (ESA)	16
Salvation Army - Clearfield Worship and Service Center	16
Second Harvest Food Bank of NWPA - Food Pantry Locator	15
Inter-Church Ministries of Erie County - Voucher System for Emergency Assistance	15
Greater Erie Community Action Committee - Central Office - Utility Assistance	15
Salvation Army - Corry Worship and Service Center	15
Modest Needs	14
Love INC. of West Erie County	14
Salvation Army - Franklin Service Center	14
Community Services of Venango County - Center Street, Oil City - Utility Assistance	13
Salvation Army - Oil City Worship and Service Center	13
PA National Guard Family Program	13
PA Housing Search Website	13
United States Department of Agriculture - Crawford County Office - Section 504 Home Repair Program	11
Search for a 2-1-1 or Information and Referral Service	10
Housing Authority of the City of Erie	9
Pennsylvania Housing Finance Agency - Renovate & Repair Loan Program	9
Central Pennsylvania Community Action - Clearfield Office - Utility Assistance	8
Venango County Department of Human Services - Main Complex - Older Adult Services	8
Community Action - Clarion Office - Emergency Shelter and Rent Assistance	8
Northwestern Legal Services - Erie Office / Central Intake	8
Joel II Restoration Outreach	8
First Energy - Penelec - Pennsylvania Customer Assistance Program	8
Agape Community Services - Financial Assistance	8

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