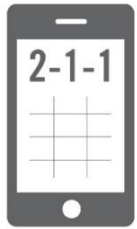


“ PA 2-1-1 Northwest didn't just help us pay a bill. It helped us through a difficult transition. ”

-Recent 2-1-1 Caller

CONTACTS



546
PHONE CONTACTS
Last Month: 796
Last Year: 488



583
WEBSITE VISITS
Last Month: 607
Last Year: 665



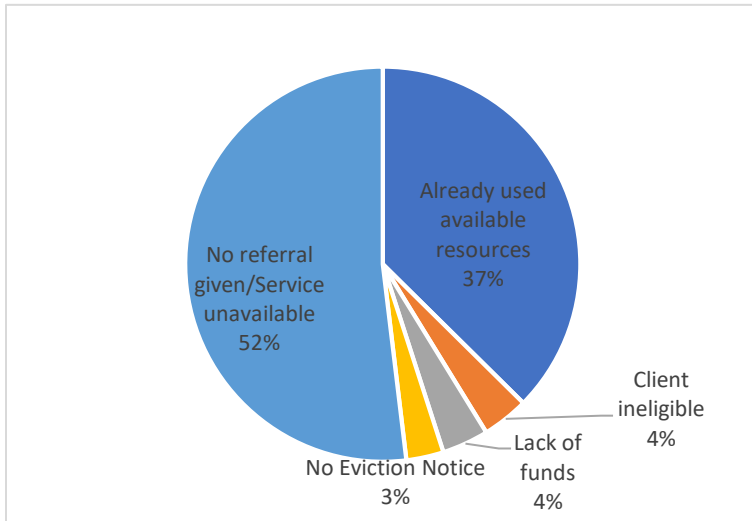
102
TEXT & CHAT CONTACTS
Last Month: 75
Last Year: 90

NEEDS

242 UTILITIES	189 HOUSING	141 GENERAL SERVICES	123 INCOME SUPPORT & EMPLOYMENT	83 FOOD	51 MATERIAL GOODS

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

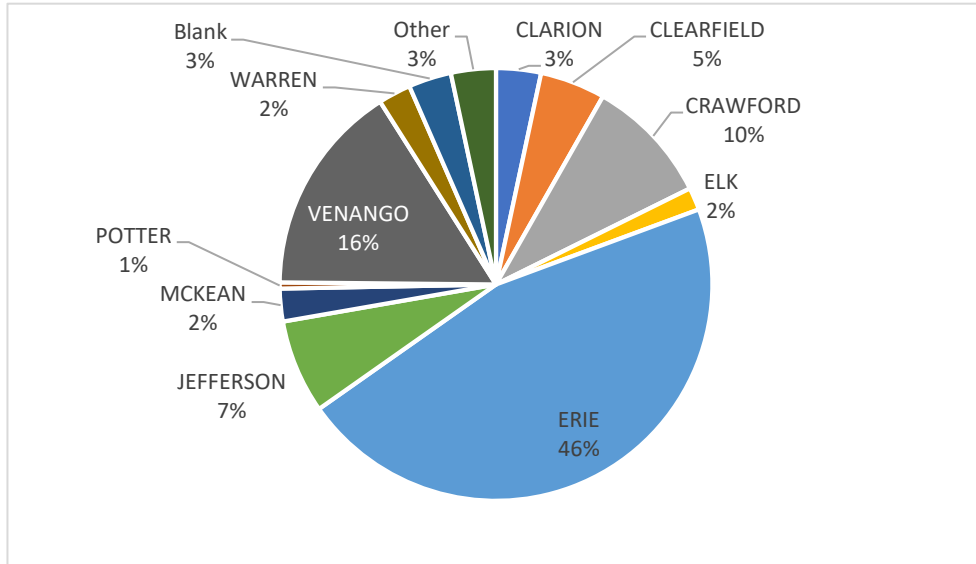
Electric Service Payment Assistance	162
Undesignated Temporary Financial Assistance	102
Rent Payment Assistance	56
Gas Service Payment Assistance	50
Food Pantries	44
Specialized Information and Referral	36
Housing Related Coordinated Entry	35
Directory Assistance	31

TOP UNMET NEEDS

Electric Service Payment Assistance	60
Gas Service Payment Assistance	17
Rent Payment Assistance	9
Water Service Payment Assistance	6
Research	5
Directory Assistance	4
Basic Needs	2
Transportation	2

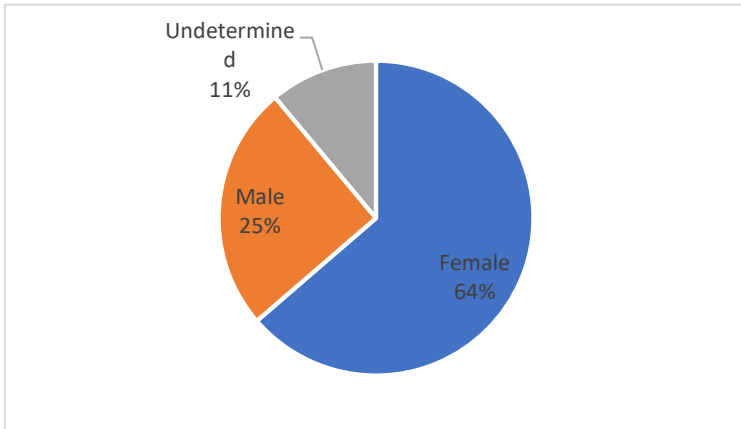


CONTACTS BY COUNTY

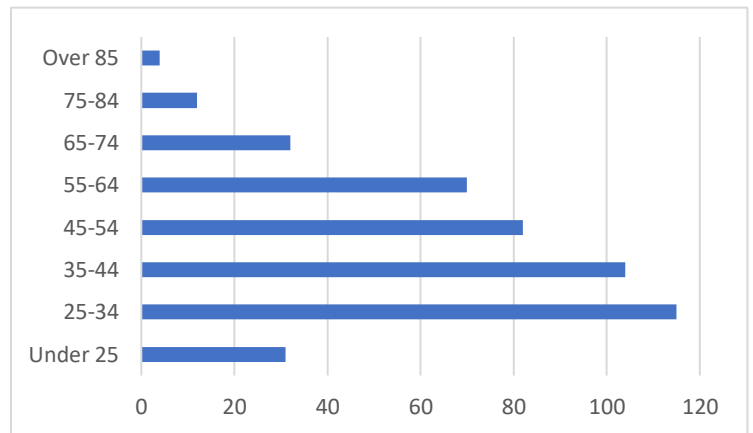


DEMOGRAPHICS

GENDER



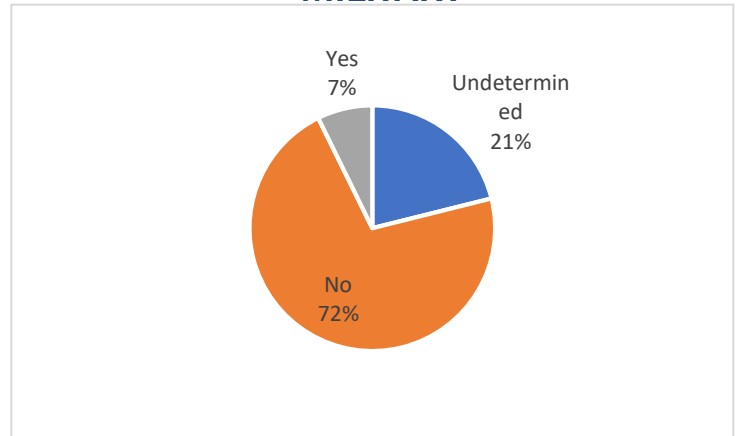
AGE



TOP ZIP CODES

16503	58
16323	49
16301	36
16502	34
16335	32
16507	24
12345	24
16510	22
15767	19
16505	18

MILITARY



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A division of CNB Bank

TOP REFERRALS

Modest Needs	53
Charitable Deeds and Services - Financial Assistance	32
PA National Guard Family Program	25
Erie County Care Management - Erie Office - CoC Coordinated Entry	23
Salvation Army - Franklin Service Center	19
Search for a 2-1-1 or Information and Referral Service	19
Greater Erie Community Action Committee - Central Office - Utility Assistance	18
Venango County Department of Human Services - Main Complex - Community Support Services	18
Second Harvest Food Bank of NWPA - Food Pantry Locator	17
Center for Family Services - Main Office - Emergency Assistance	17
Pennsylvania Department of Human Services - Erie County Assistance Office - Emergency Shelter Allowance (ESA)	16
Pennsylvania Department of Military and Veteran Affairs - Erie County Veterans Affairs	16
Agape Community Services - Financial Assistance	16
Salvation Army - Meadville Worship and Service Center	14
Inter-Church Ministries of Erie County - Voucher System for Emergency Assistance	14
PA Housing Search Website	14
Pennsylvania Office of Consumer Advocate	13
Army Emergency Relief	12
Community Services of Venango County - Center Street, Oil City - Child Advocacy Program	11
PA Public Utility Commission - Consumer Services Bureau	11
Northwestern Legal Services - Erie Office / Central Intake	10
First United Methodist Church - Reynoldsville	10
Salvation Army - Corry Worship and Service Center	10
Joel II Restoration Outreach	10
Summer Food List 2019	10
First Energy - Penelec - Pennsylvania Customer Assistance Program	10
Saint Martin Center - Main Office - Food Pantry	10
Warren-Forest Counties Economic Opportunity Council - Utility Assistance	9
Greater Erie Community Action Committee - Central Office - Aging Care Management	9
Community Action - Clarion Office - Emergency Shelter and Rent Assistance	9
Women's Care Center of Erie County - Downtown Office - Pregnancy Resource Office	9
Community Services of Venango County - Center Street, Oil City - Utility Assistance	9
Good Samaritan House	9
Housing Authority of the City of Erie	8
Pennsylvania Summer Food Site Locator	8
Second Harvest Food Bank of NWPA - Produce Express	8
Salvation Army - Warren Worship and Service Center	8
Salvation Army - Bradford Worship and Service Center	8
Emmaus Food Pantry	8

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