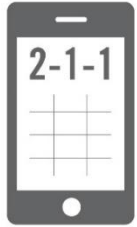


“ PA 2-1-1 Northwest told me about a wonderful program I hadn't even called about! ”

-Recent 2-1-1 Caller

CONTACTS



725

PHONE CONTACTS

Last Month: **510**
Last Year: **485**



795

WEBSITE VISITS

Last Month: **583**
Last Year: **449**



113

TEXT & CHAT CONTACTS

Last Month: **200**
Last Year: **152**

NEEDS



292

UTILITIES



248

HOUSING



62

CRIMINAL JUSTICE & LEGAL



184

INCOME SUPPORT & EMPLOYMENT



82

FOOD

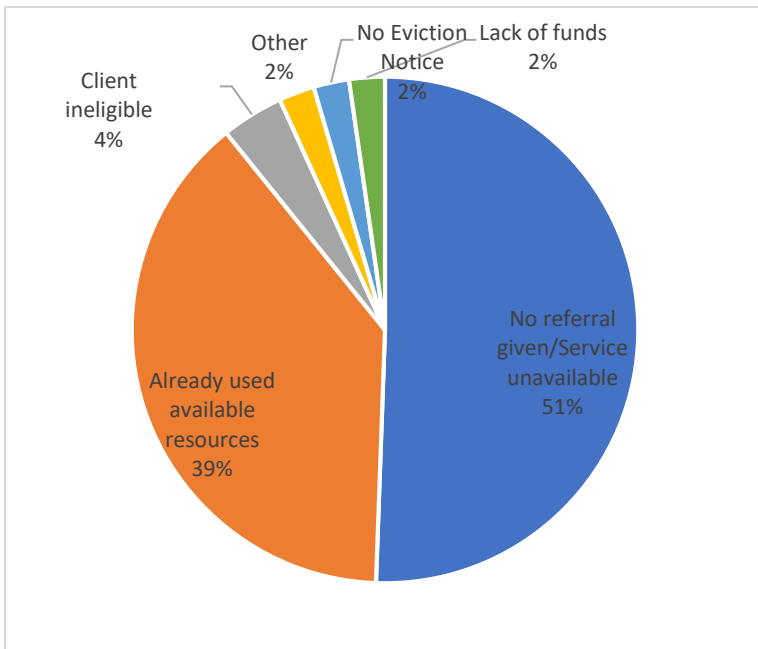


96

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

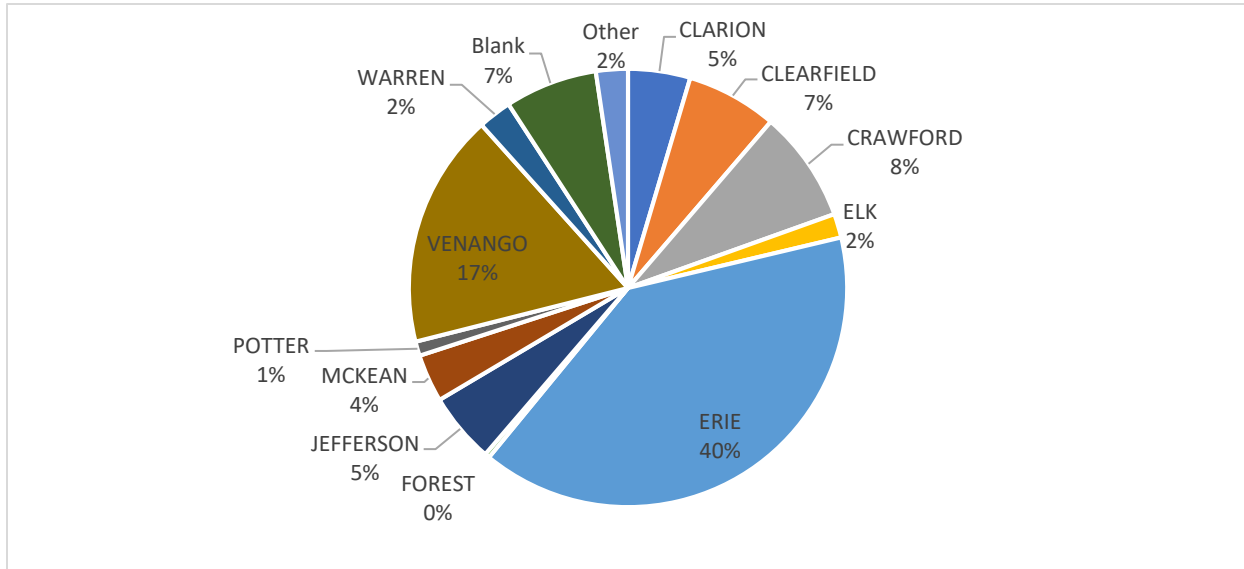
Electric Service Payment Assistance	176
Undesignated Temporary Financial Assistance	150
Rent Payment Assistance	76
Food Pantries	63
Gas Service Payment Assistance	52
Specialized Information and Referral	41
Research	37
Housing Related Coordinated Entry	37
Water Service Payment Assistance	31
Directory Assistance	27

TOP UNMET NEEDS

Electric Service Payment Assistance	59
Rent Payment Assistance	19
Water Service Payment Assistance	14
Gas Service Payment Assistance	12
Directory Assistance	7
Sewer Service Payment Assistance	5
Property Tax Payment Assistance	4
Automobile Payment Assistance	4
Rental Deposit Assistance	3

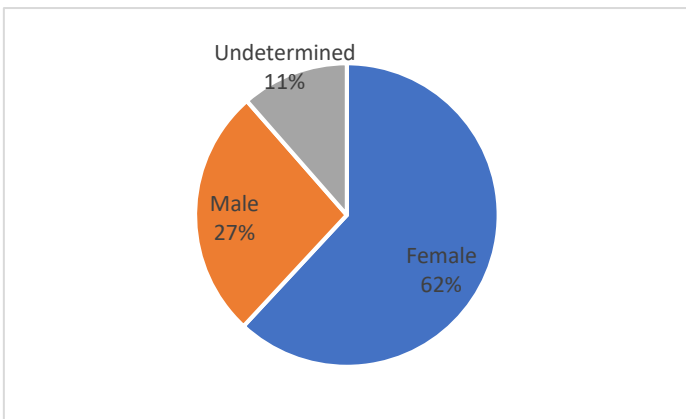


CONTACTS BY COUNTY

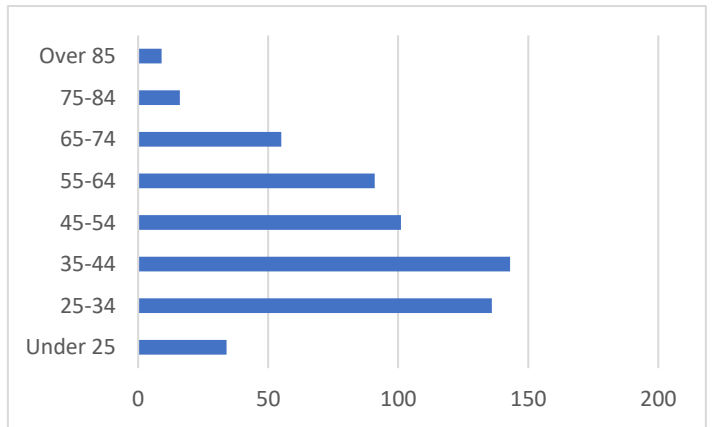


DEMOGRAPHICS

GENDER



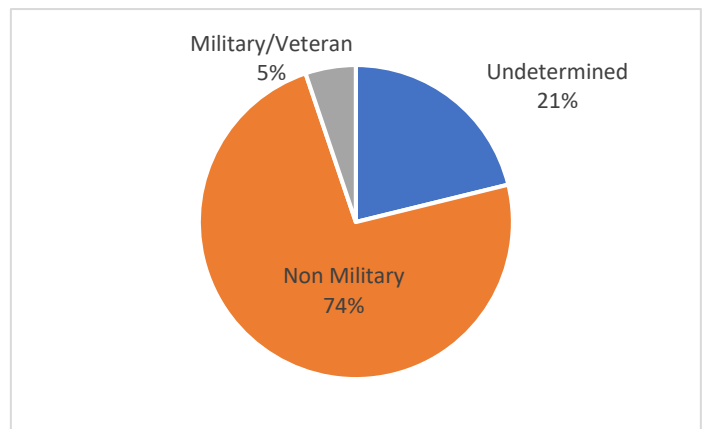
AGE



TOP ZIP CODES

Zip	Count	Zip	Count
16503	68	16510	19
12345	60	16407	17
16323	58	16214	16
16301	55	16701	16
16502	41	16509	14
16507	33	15801	13
16335	27	16506	13
16504	22	16505	12
15767	21	16501	12
16830	20	16508	12

MILITARY



2-1-1 Thanks Our Sponsor



PA 2-1-1 Northwest: July 2019

TOP REFERRALS

Modest Needs	99
Charitable Deeds and Services - Financial Assistance	46
Salvation Army - Franklin Service Center	25
Agape Community Services - Financial Assistance	23
United Way of Venango County - Hair Affairs	23
Search for a 2-1-1 or Information and Referral Service	21
PA Housing Search Website	20
Second Harvest Food Bank of NWPA - Food Pantry Locator	18
Salvation Army - Meadville Worship and Service Center	18
Greater Erie Community Action Committee - Central Office - Utility Assistance	17
Center for Family Services - Main Office - Emergency Assistance	17
PA National Guard Family Program	17
Erie County Care Management - Erie Office - CoC Coordinated Entry	16
Saint Martin Center - Main Office - Food Pantry	16
Inter-Church Ministries of Erie County - Voucher System for Emergency Assistance	15
Army Emergency Relief	15
American Red Cross of Northwestern PA - Venango & Clarion Counties	14
PA Public Utility Commission - Consumer Services Bureau	14
Pennsylvania Department of Human Services - Erie County Assistance Office - Emergency Shelter Allowance (ESA)	14
Community Services of Venango County - Center Street, Oil City - Child Advocacy Program	13
Salvation Army - Bradford Worship and Service Center	13
Saint Patrick's Church: Sr. Mary Pascal Gray, SSJ Food Pantry	13
Warren-Forest Counties Economic Opportunity Council - Utility Assistance	12
Joel II Restoration Outreach	12
Salvation Army - Clearfield Worship and Service Center	12
Salvation Army - Corry Worship and Service Center	12
Salvation Army - Warren Worship and Service Center	11
Pennsylvania Department of Military and Veteran Affairs - Erie County Veterans Affairs	10
Salvation Army - Erie Worship and Service Center - Food Pantry	10
Pennsylvania Housing Finance Agency - Renovate & Repair Loan Program	10
United States Department of Agriculture - Crawford County Office - Section 504 Home Repair Program	9
Northwestern Legal Services - Erie Office / Central Intake	9
First Energy - Penelec - Pennsylvania Customer Assistance Program	9
Venango County Department of Human Services - Main Complex - Community Support Services	9
Pennsylvania Office of Consumer Advocate	9
Central Pennsylvania Community Action - Clearfield Office - Housing Assistance	8
Good Samaritan House	8
Community Action - Clarion Office - Emergency Shelter and Rent Assistance	8
Martin Luther King Center - Main Office - Food Distribution	8

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