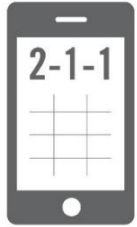


“ PA 2-1-1 Northwest told me about a wonderful program I hadn't even called about!  
-Recent 2-1-1 Caller ”

## CONTACTS



**821**

PHONE CONTACTS

Last Month: **725**  
Last Year: **513**



**608**

WEBSITE VISITS

Last Month: **795**  
Last Year: **713**



**118**

TEXT & CHAT CONTACTS

Last Month: **113**  
Last Year: **149**

## NEEDS



**311**  
UTILITIES



**289**  
HOUSING



**62**  
CRIMINAL JUSTICE & LEGAL



**177**  
INCOME SUPPORT & EMPLOYMENT



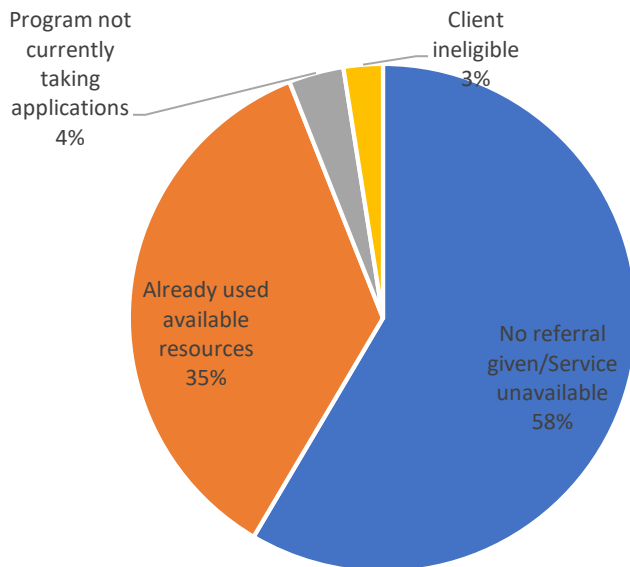
**60**  
FOOD



**188**  
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

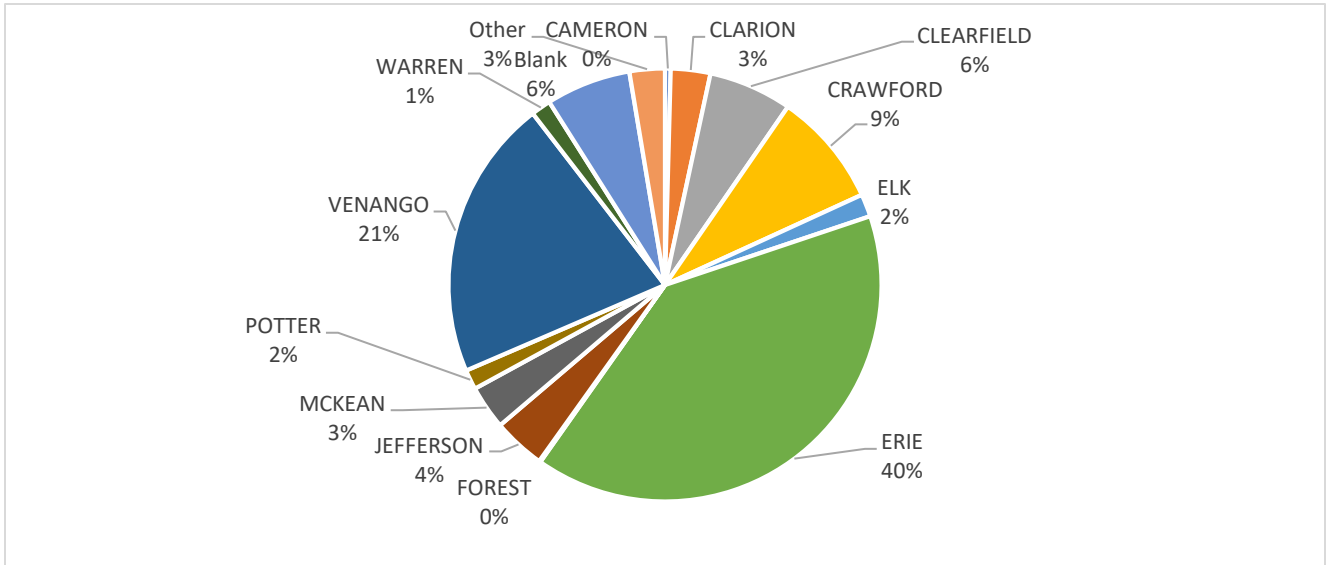
Electric Service Payment Assistance	197
Undesignated Temporary Financial Assistance	144
Rent Payment Assistance	78
Hair and Nail Care	77
Gas Service Payment Assistance	59
Research	57
Housing Related Coordinated Entry	46
Specialized Information and Referral	45
Directory Assistance	44
Food Pantries	43

### TOP UNMET NEEDS

Electric Service Payment Assistance	59
Gas Service Payment Assistance	14
Rent Payment Assistance	11
School Supplies	10
School Clothing	10
Water Service Payment Assistance	8
Directory Assistance	8
Hair and Nail Care	8
Free School Supplies	4

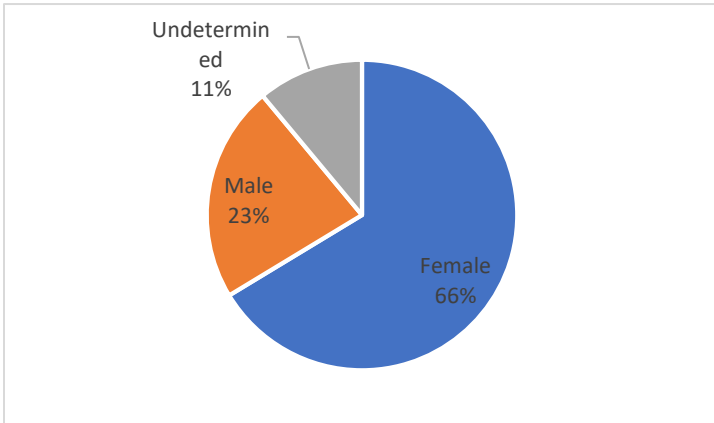


# CONTACTS BY COUNTY

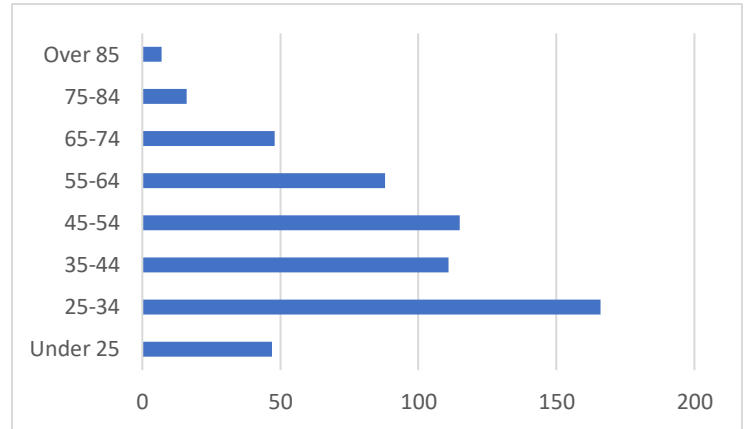


## DEMOGRAPHICS

### GENDER



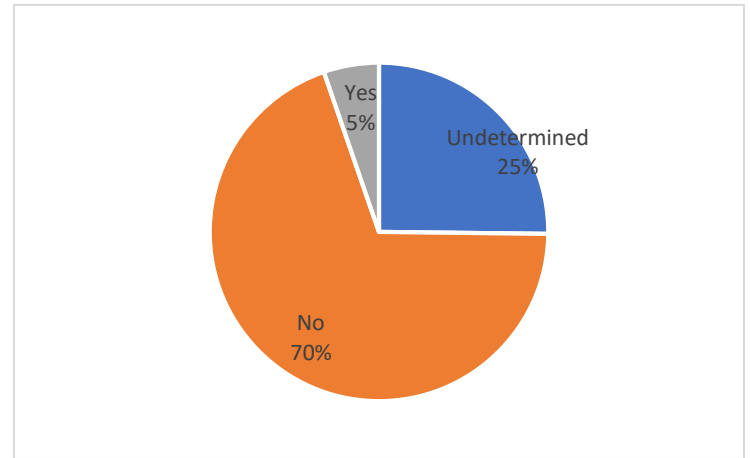
### AGE



### TOP ZIP CODES

Zip	Count	Zip	Count
16301	88	16510	23
16503	76	16505	21
16323	72	16354	21
12345	60	16407	19
16502	39	16701	16
16335	34	16511	15
16508	30	16501	14
16507	26	16509	13
16830	24	16441	12
16504	24	15767	11

### MILITARY



2-1-1 Thanks Our Sponsor



## PA 2-1-1 Northwest: August 2019

TOP REFERRALS	
Modest Needs	102
United Way of Venango County - Hair Affairs	61
Charitable Deeds and Services - Financial Assistance	38
Erie County Care Management - Erie Office - CoC Coordinated Entry	27
PA Housing Search Website	25
Greater Erie Community Action Committee - Central Office - Utility Assistance	25
Salvation Army - Franklin Service Center	22
Search for a 2-1-1 or Information and Referral Service	22
Pennsylvania Office of Consumer Advocate	20
Army Emergency Relief	19
PA National Guard Family Program	18
Community Services of Venango County - Center Street, Oil City - Child Advocacy Program	17
Inter-Church Ministries of Erie County - Voucher System for Emergency Assistance	17
Community Action - Clarion Office - Emergency Shelter and Rent Assistance	17
Salvation Army - Meadville Worship and Service Center	16
Pennsylvania Department of Human Services - Erie County Assistance Office - Emergency Shelter Allowance (ESA)	16
Salvation Army - Bradford Worship and Service Center	16
Salvation Army - Clearfield Worship and Service Center	15
Salvation Army - Titusville Worship and Service Center	15
Center for Family Services - Main Office - Emergency Assistance	15
Salvation Army - Corry Worship and Service Center	14
Second Harvest Food Bank of NWPA - Food Pantry Locator	13
Agape Community Services - Financial Assistance	13
PA Public Utility Commission - Consumer Services Bureau	12
Community Services of Venango County - Center Street, Oil City - Utility Assistance	12
Pennsylvania Department of Military and Veteran Affairs - Erie County Veterans Affairs	11
Venango County Department of Human Services - Main Complex - Community Support Services	10
Housing Authority of the City of Erie	10
United Way of the Titusville Region - Center for Financial Independence - In-Take & Case Management for Emergency Financial Crisis	10
Salvation Army - Oil City Worship and Service Center	9
Housing and Neighborhood Development Service	9
Sisters of Saint Joseph (SSJ) Neighborhood Network	9
Love INC. of West Erie County	9
Salvation Army - Oil City Worship and Service Center - Extreme Crisis Funds	9
United Way of Venango County - National Fuel - Utility Assistance	9
Salvation Army - Erie Worship and Service Center	9
Venango County Department of Human Services - Main Complex - Housing Department	9
Salvation Army - Warren Worship and Service Center	9
Central Pennsylvania Community Action - Clearfield Office - Housing Assistance	9

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