

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

CONTACTS



443
PHONE CONTACTS
Last Month: 294
Last Year: 1,074



NEED
WEBSITE VISITS
Last Month: 1351
Last Year: 1,589



85
TEXT & CHAT CONTACTS
Last Month: 77
Last Year: 98

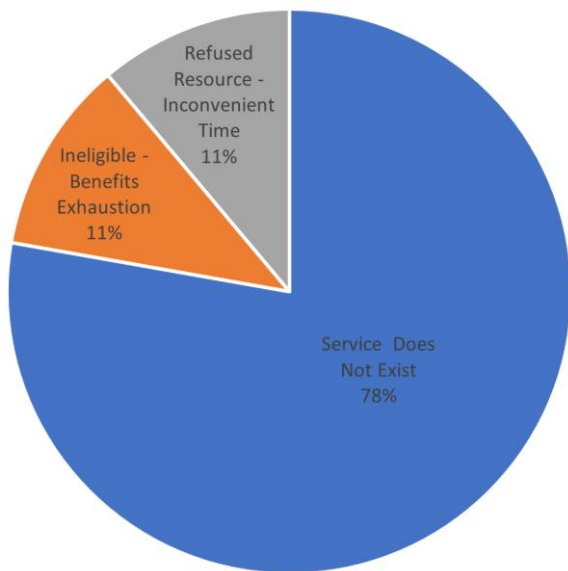
NEEDS

254 UTILITIES	178 HOUSING	15 HEALTH CARE	26 FOOD	5 MATERIAL GOODS	25 EMPLOYMENT & INCOME

If services do not exist to meet a contact's needs, 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

NOTE: The pie chart below only relates to the Top Unmet Needs shown in the table on the bottom right and does not relate to the overall needs show under Top Needs.



TOP NEEDS

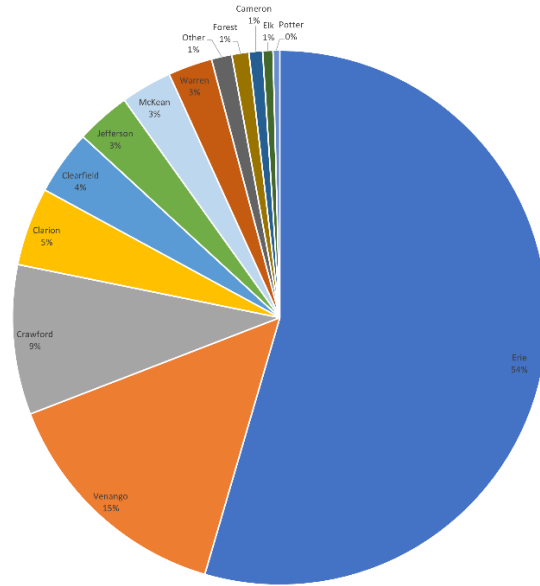
Electric Service Payment Assistance	100
Gas Service Payment Assistance	97
Rent Payment Assistance	58
Housing Search Assistance	27
Water Service Payment Assistance	26
Community Shelters	23
Housing Authorities	20
Housing Related Coordinated Entry	19
Food Pantries	15
Tax Preparation Assistance	10

TOP UNMET NEEDS

Pest Control Services	2
Automotive Repair and Maintenance	1
Building Inspection	1
Gas Service Payment Assistance	1
Homeless Motel Vouchers	1
Housing Related Coordinated Entry	1
Rapid Re-Housing Programs	1
Vehicle Donation Programs	1

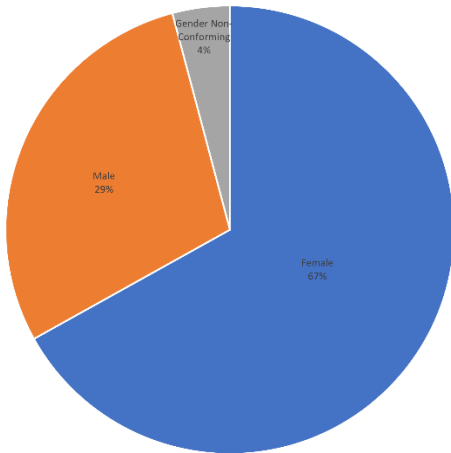


CONTACTS BY COUNTY

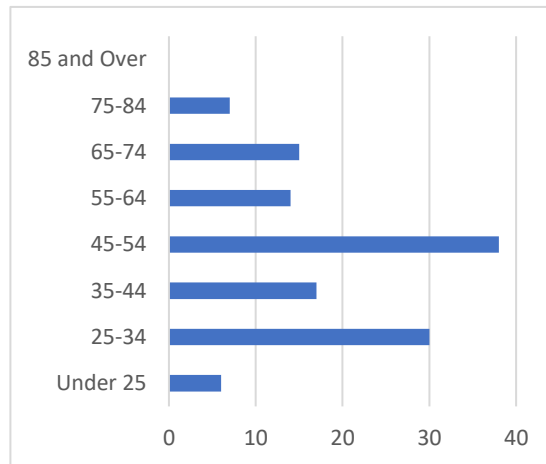


DEMOGRAPHICS

GENDER



AGE



TOP ZIP CODES

Zip	Count	Zip	Count
16503	58	16428	11
16301	37	16509	11
16502	35	15851	8
16510	35	16354	8
16323	26	16505	8
16504	25	16511	8
16335	21	16701	7
16507	21	15767	6
16508	21	16830	6
16214	11	15834	5

TOP REFERRALS

\$1 Energy Fund (Dollar Energy Fund)	129
Greater Erie Community Action Committee - Central Office - Utility Assistance	69
Pennsylvania Department of Human Services - Erie County Assistance Office - LIHEAP (Energy Assistance)	62
PA Housing Search Website	28
Fair Housing Council	25
Greater Erie Community Action Committee - Central Office - Housing and Rental Assistance	25
Pennsylvania Department of Human Services - Erie County Assistance Office - Emergency Shelter Allowance	21
Erie County Care Management - Erie Office - Emergency Rental Assistance Program	20
Charitable Deeds and Services - Financial Assistance	17
Erie County Care Management - Erie Office - CoC Coordinated Entry	15

2-1-1 Thanks Our Sponsor



PA 2-1-1 Northwest: March 2021

TOP REFERRALS (cont'd)

Inter-Church Ministries of Erie County - Voucher System for Emergency Assistance	15
Community Services of Venango County - Oil City - Child Advocacy Program	14
Aqua - Helping Hand Program	13
Salvation Army - Oil City Worship and Service Center - Extreme Crisis Funds	13
Community Action - Clarion Office - Emergency Shelter and Rent Assistance	12
Community Shelter Services - Emergency Shelter	12
LIHEAP - Low Income Home Energy Assistance Program	12
Venango County Office of Economic Opportunity (OEO)	12
Housing Authority of the City of Erie	11
Upper Room of Erie	11
United Way Worldwide - myfreetaxes.com	10
Pennsylvania Department of Human Services - Venango County Assistance Office - LIHEAP	9
Community Services of Venango County - Center Street, Oil City - Utility Assistance	8
Northern Tier Community Action Corporation - Veterans Initiative	8
Salvation Army - Bradford Worship and Service Center	8
United Way of the Titusville Region - Center for Financial Independence - LIHEAP Application Assistance	8
Venango County Department of Human Services - Main Complex - Housing Department	8
Central Pennsylvania Community Action - Clearfield Office - Housing Assistance	7
COMPASS - Emergency Rental Assistance Program - ERAP	7
Erie City Mission - Main Headquarters - Samaritan Care Shelter Services	7

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