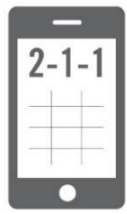


“ PA 2-1-1 Northwest told me about a wonderful program I hadn't even called about! ~ Recent 2-1-1 Caller ~ ”

CONTACTS



937
PHONE CONTACTS
Last Month: **1,084**
Last Year: **632**



1,502
WEBSITE VISITS
Last Month: **946**
Last Year: **818**



106
TEXT, CHAT, & EMAIL CONTACTS
Last Month: **120**
Last Year: **73**

NEEDS

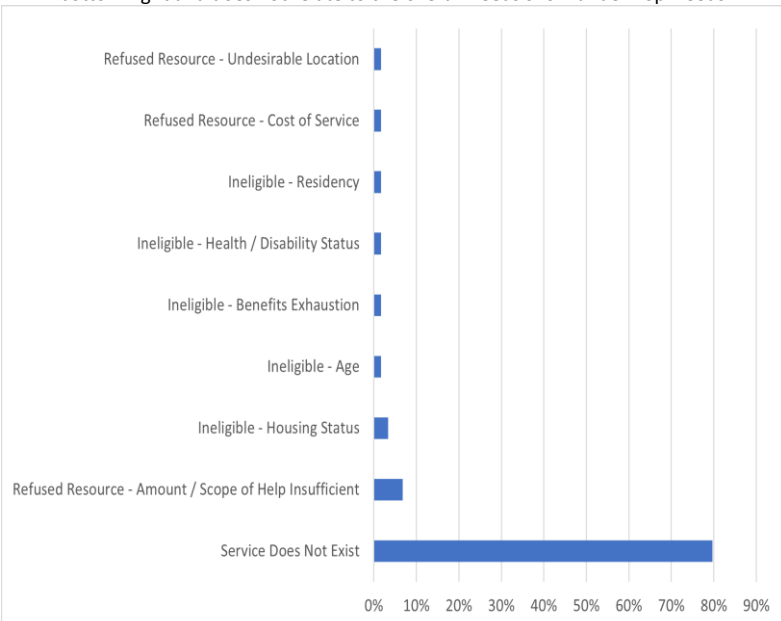
755 UTILITIES	392 HOUSING	29 HEALTHCARE & COVID-19	49 FOOD	26 MATERIAL GOODS	76 EMPLOYMENT & INCOME

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 graph 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.



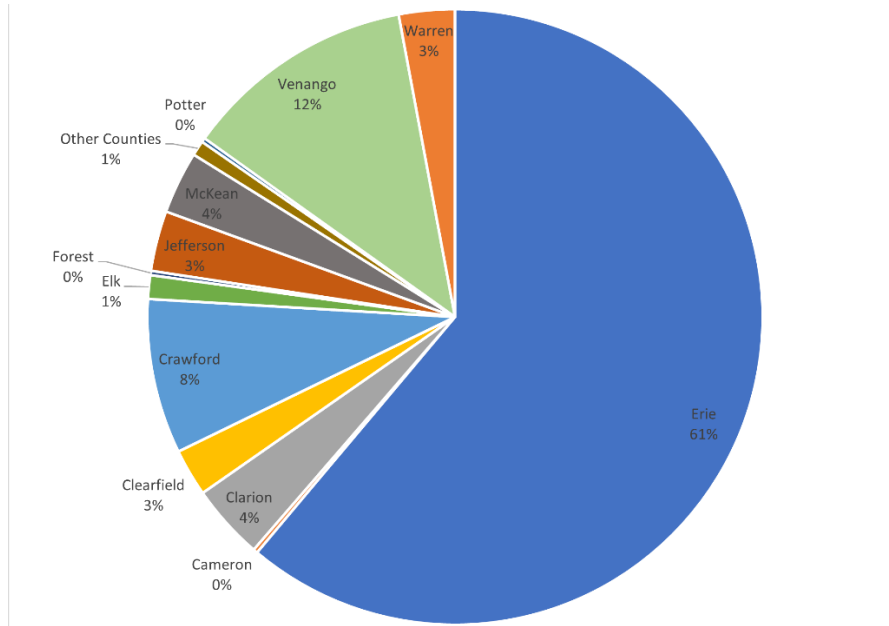
TOP NEEDS

Gas Service Payment Assistance	306
Electric Service Payment Assistance	245
Rent Payment Assistance	131
Undesignated Temporary Financial Assistance	53
Water Service Payment Assistance	50
Housing Related Coordinated Entry	36
Housing Search Assistance	24
Utility Disconnection Protection	24
Community Shelters	21
Utility Bill Payment Plan Negotiation Assistance	20

TOP UNMET NEEDS

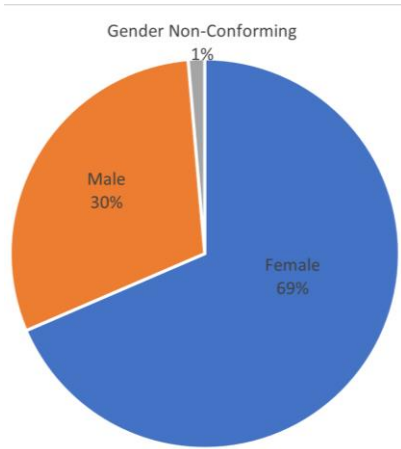
Home Rehabilitation Grants	8
Home Rehabilitation Services	6
Volunteer Opportunities	5
General Minor Home Repair Programs	4
Aging/Older Adult Support Groups	3
In Home Assistance	3
Roof Maintenance/Repair	3
Advocacy	2
Area Agencies on Aging	2
Basic Needs	2

CONTACTS BY COUNTY

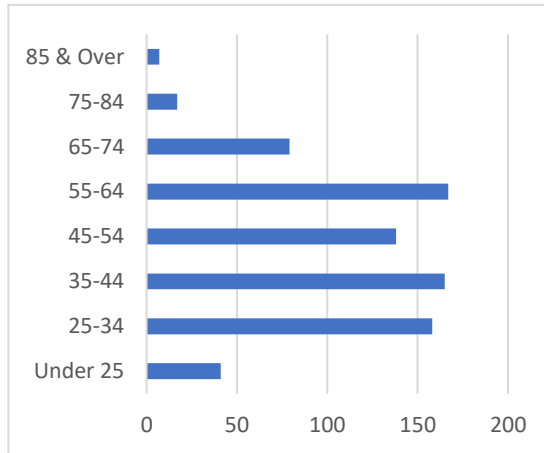


DEMOGRAPHICS

GENDER



AGE



TOP ZIP CODES

Zip	Count	Zip	Count
16503	145	16510	28
16502	81	16509	19
16323	51	16501	15
16507	47	16701	15
16504	45	16365	13
16301	43	16214	12
16335	35	16511	12
16506	35	16354	11
16508	31	16438	11
16505	30	16830	11

TOP REFERRALS

Dollar Energy Fund - Utility Payment Assistance	366
Erie County Care Management - Erie Office - Emergency Rental Assistance Program	315
Greater Erie Community Action Committee - Central Office - Utility Assistance	215
Modest Needs - Emergency Self-Sufficiency Grants	64
Greater Erie Community Action Committee - Central Office - Housing and Rental Assistance	57
Community Services of Venango County - Center Street, Oil City - Utility Assistance	49
Pennsylvania Public Utility Commission (PUC)	48
Pennsylvania Department of Human Services - Erie County Assistance Office - Emergency Shelter Allowa	46
Charitable Deeds and Services - Financial Assistance	43
Venango County Department of Human Services - Main Complex - Emergency Rental Assistance Program	40

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PA 2-1-1 Northwest: June 2021

TOP REFERRALS (cont'd)	
Center for Family Services - Main Office - Emergency Rental Assistance Program	37
Venango County Office of Economic Opportunity (OEO)	32
Northwestern Rural Electric Cooperative - Member to Member Inc.	29
Salvation Army - Oil City Worship and Service Center - Extreme Crisis Funds	29
Pennsylvania Housing Finance Agency - PA Housing Search Website	27
Aqua - Helping Hand Program	25
United Way Of Venango County - Neighbor For Neighbor	25
First Energy - Penelec - Pennsylvania Customer Assistance Program	23
Salvation Army - Franklin Service Center	23
Erie County Care Management - Erie Office - CoC Coordinated Entry	21
Clarion County Housing Authority - Main Office - Emergency Rental Assistance Program	20
McKean County Redevelopment and Housing Authority - Emergency Rental Assistance Program	20
United Way Of Clarion County - Neighbor Aid Fund	18
Community Action - Clarion Office - Emergency Shelter and Rent Assistance	17
COMPASS - Emergency Rental Assistance Program - ERAP	16
Salvation Army - Meadville Worship and Service Center	16
Pennsylvania Housing Finance Agency - Homeowner's Emergency Mortgage Assistance Program (HEMAP)	15
Lutheran Service Society - Administration and Affordable Housing	14
Salvation Army - Bradford Worship and Service Center	14
Fair Housing Council of the Capital Region - Fair Housing Council	13

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