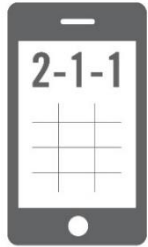


“PA 2-1-1 Northwest helped me find the services I need to stay safe at home as I get older.”
~ 2-1-1 caller ~

CONTACT VOLUME



967
PHONE
CONTACTS
Last month: 827
Last year: 441



1,471
WEBSITE
VISITS
Last month: 1,594
Last year: 686



218*
CHAT, TEXT,
& EMAIL
CONTACTS
Last month: 104
Last year: 87
* includes broadcast alert

NEEDS



668
UTILITIES



342
HOUSING



50
FOOD



26
HEALTHCARE
& COVID-19



118
EMPLOYMENT
& INCOME



87
MATERIAL
GOODS

TOP NEEDS

The numbers below reflect both the self-identified needs of callers (reason for calling) and those discovered during the course of calls; they also include self-referrals to programs for which individuals searched the PA211 websites.

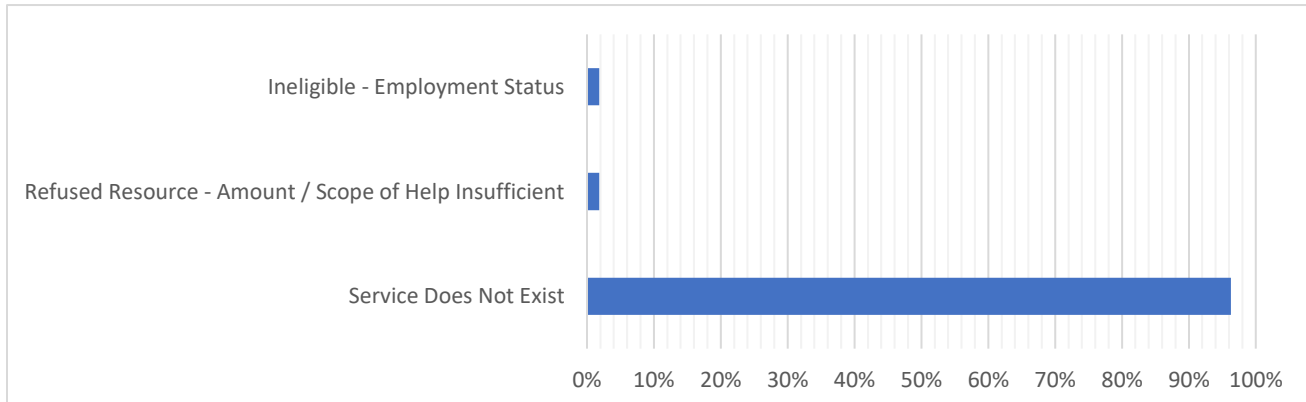
Referred Service	Count
Electric Service Payment Assistance	490
Gas Service Payment Assistance	285
Rent Payment Assistance	178
Undesignated Temporary Financial Assistance	107
Water Service Payment Assistance	101
School Supplies	79
Utility Disconnection Protection	69
Food Pantries	68
Housing Related Coordinated Entry	68
Housing Search Assistance	48

UNMET NEEDS

If services do not exist to meet a contact's stated need, or if they are deemed ineligible for services, 2-1-1 records that as an unmet need. In these cases, the Resource Navigators explore other services that may be of assistance.

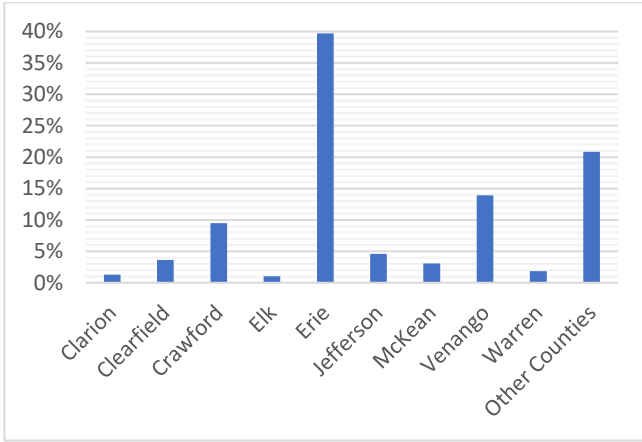
Unmet Need	Count
Community Shelters	5
Homeless Motel Vouchers	5
Homeless Drop In Centers	3
Property Tax Payment Assistance	3
Home Rehabilitation Grants	2
Mental Health Care Facilities	2
Property Tax Information	2
Refrigerators	2
Transportation Expense Assistance	2
Undesignated Temporary Financial Assistance	2

REASONS FOR UNMET NEEDS



DEMOGRAPHICS

CONTACTS BY COUNTY

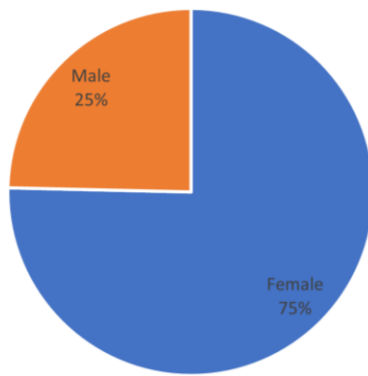


Cameron, Forest, and Potter Counties each accounted for less than 1% of contacts.

TOP ZIP CODES

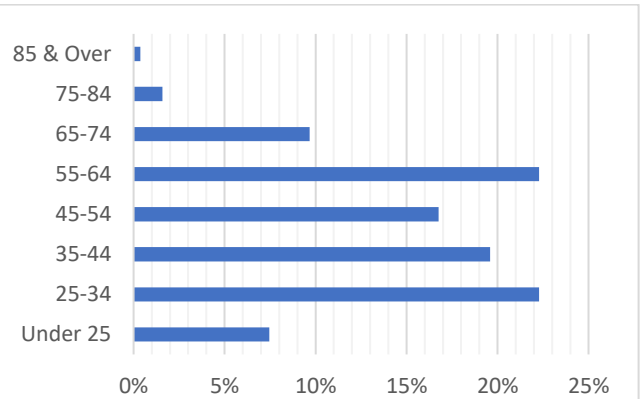
Zip	Count	Zip	Count
16503	121	16701	24
16323	70	16509	23
16502	67	15767	22
16301	60	16407	18
16335	54	16506	15
16507	41	15801	14
16354	35	16501	14
16508	35	16830	14
16504	33	16346	12
16510	25	16417	11

GENDER



Less than 1% of callers chose not to disclose their gender or self-reported as Gender Non-Conforming or Transgender in August 2021.

AGE



TOP PROGRAM REFERRALS

Dollar Energy Fund - Utility Payment Assistance	239
Erie County Care Management - Erie Office - Emergency Rental Assistance Program	224
Greater Erie Community Action Committee - Central Office - Utility Assistance	181
Modest Needs - Emergency Self-Sufficiency Grants	147
Pennsylvania Public Utility Commission - Electric Companies	56
Salvation Army - Western PA Division - Financial Assistance	47
Venango County DHS - Main Complex - Emergency Rental Assistance Program (ERAP)	40
Center for Family Services - Main Office - Emergency Rental Assistance Program	39
United Way of Venango County - Hair Affairs	34
Community Services of Venango County - Center Street, Oil City - Utility Assistance	33
Erie County Care Management - Erie Office - CoC Coordinated Entry	33
Greater Erie Community Action Committee - Central Office - Housing and Rental Assistance	30
Pennsylvania Housing Finance Agency - PA Housing Search Website	30
Erie County Assistance Office - Emergency Shelter Allowance (ESA)	28
First Energy - Penelec - Pennsylvania Customer Assistance Program	24
Charitable Deeds and Services - Financial Assistance	23
Pennsylvania Public Utility Commission (PUC)	22
Salvation Army - Meadville Worship and Service Center	22
Salvation Army - Bradford Worship and Service Center	21
McKean County Redevelopment and Housing Authority - Emergency Rental Assistance Program	19