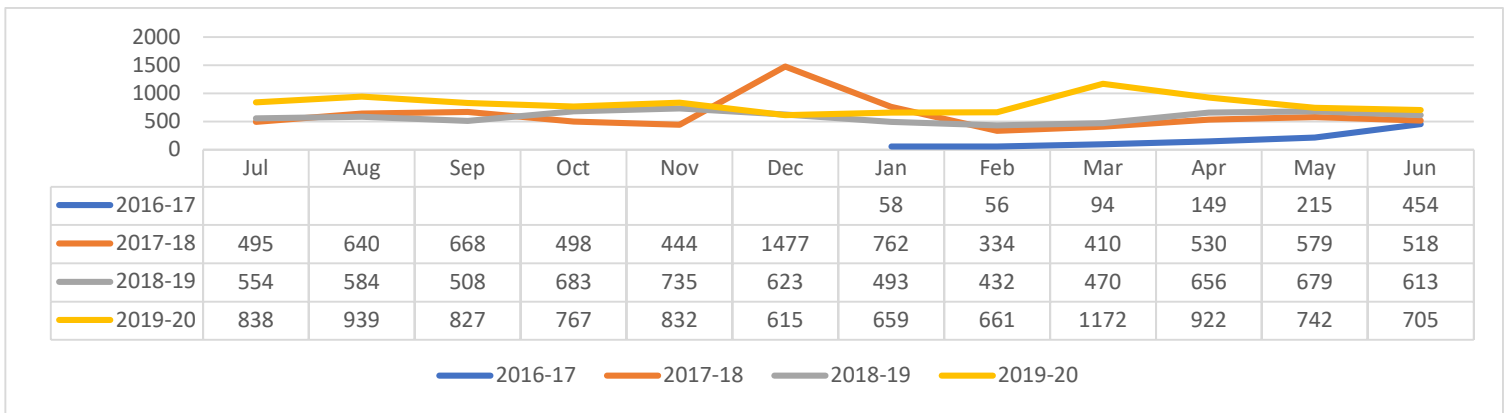


We called PA 2-1-1 Northwest for help when our resources just couldn't stretch any further.
- 2-1-1 caller

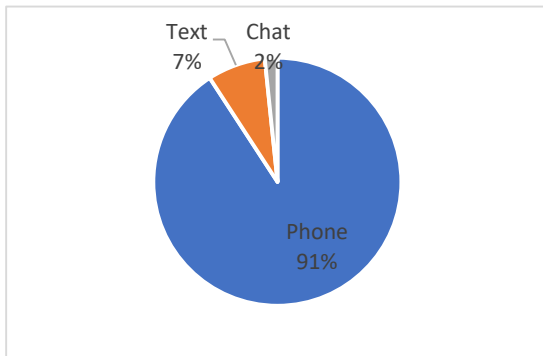
AT A GLANCE

Total Contacts	Total Calls	Total Texts	Total Chats	Website Visits	First Time Contacts	Basic Needs Assist Contacts	Military / Veteran Contacts
9,826	8,921	743	162	9,434	4,204	6,574	504

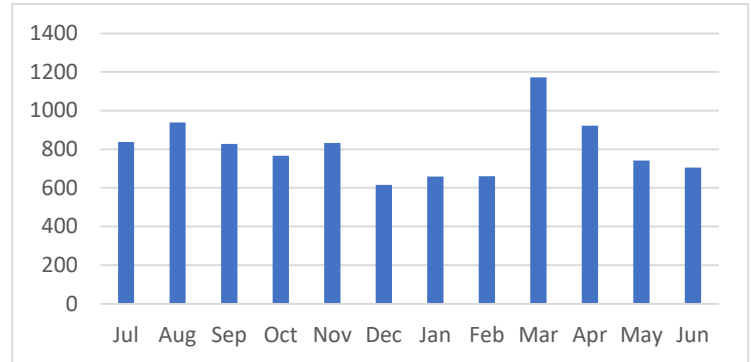
CONTACT VOLUME



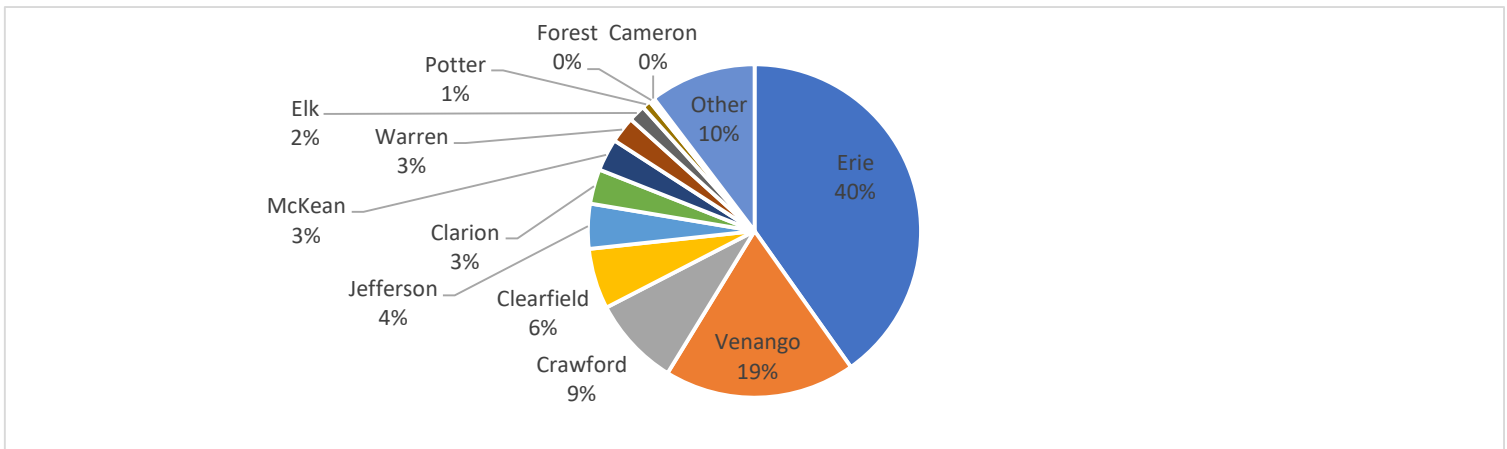
TYPE OF CONTACT



CONTACTS BY MONTH



CONTACTS BY COUNTY



PA 2-1-1 Northwest: Fiscal Year 2019-2020

NEEDS

TOP NEEDS

Electric Service Payment Assistance	1376
Food Pantries	952
Rent Payment Assistance	876
Undesignated Temporary Financial Assistance	794
Gas Service Payment Assistance	606
Housing Related Coordinated Entry	492
Water Service Payment Assistance	295
Christmas Programs	278
Specialized Information and Referral	229
Research	203
General Clothing Provision	176
Community Shelters	173
Tax Preparation Assistance	158
Directory Assistance	143
Covid-19 Control	142
Non-Emergency Medical Transportation	128
Comprehensive Information and Referral	117
Low Income/Subsidized Private Rental Housing	117
Housing Authorities	108
Advocacy	99
Emergency Food	99
Home Rental Listings	96
Volunteer Opportunities	96
211 Lead Agencies	94
Homeless Motel Vouchers	94
Rental Deposit Assistance	92
Home Rehabilitation Loans	91
Hair and Nail Care	87
Diapers	80
General Legal Aid	80
Utility Disconnection Protection	75
Mortgage Payment Assistance	73
Health Insurance Premium Assistance	72
Heating Fuel Payment Assistance	72

BASIC NEEDS

Utilities	
Electric Service Payment Assistance	1376
Gas Service Payment Assistance	606
Water Service Payment Assistance	295
Housing/Shelter	
Rent Payment Assistance	876
Housing Related Coordinated Entry	492
Low Income Subsidized Private Rental Housing	117
Food	
Food Pantries	952
Emergency Food	99
Material Goods	
General Clothing Provision	176
Hair and Nail Care	87
Diapers	80
Transportation	
Non-Emergency Medical Transportation	128
Local Bus Transit Services	15

UNMET NEEDS

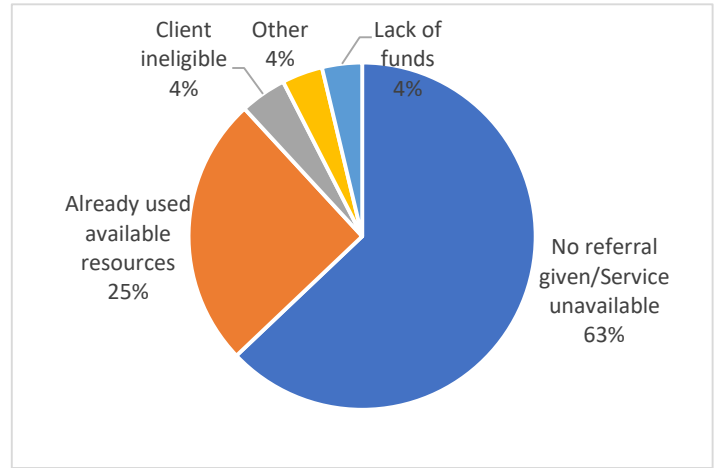
PA 2-1-1 Northwest: Fiscal Year 2019-2020

TOP UNMET NEEDS

Electric Service Payment Assistance	456
Rent Payment Assistance	133
Gas Service Payment Assistance	102
Water Service Payment Assistance	93
Directory Assistance	57
Research	33
Automobile Repair Loans	27
Rental Deposit Assistance	22
Property Tax Payment Assistance	21
Sewer Service Payment Assistance	20
Automobile Payment Assistance	15
School Supplies	14
Non-Emergency Medical Transportation	14
Automobiles	12
Automobile Insurance Payment Assistance	12

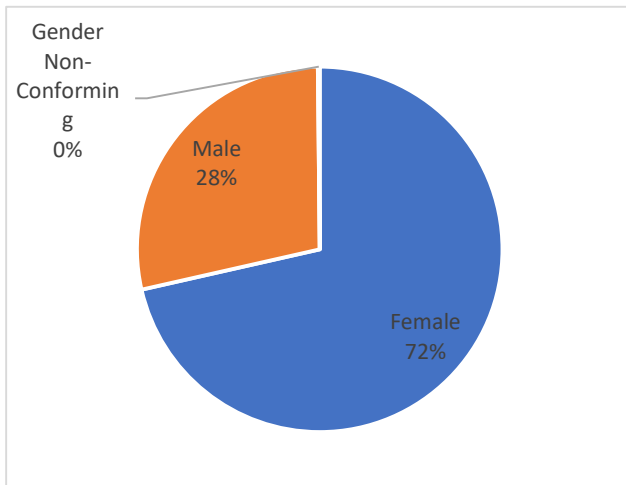
REASON NEEDS UNMET

If services don't exist to meet an inquirer's 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.

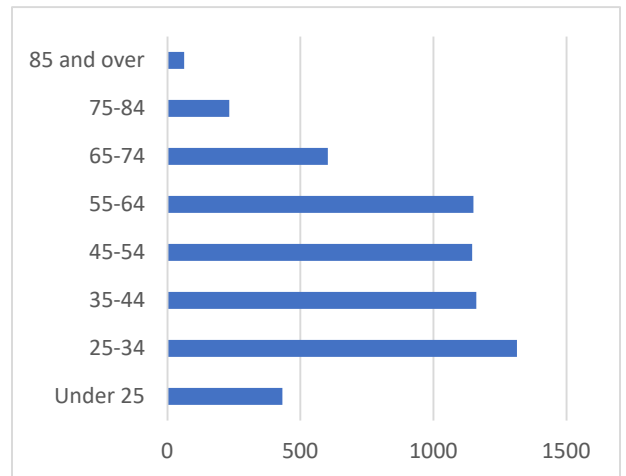


DEMOGRAPHICS

GENDER



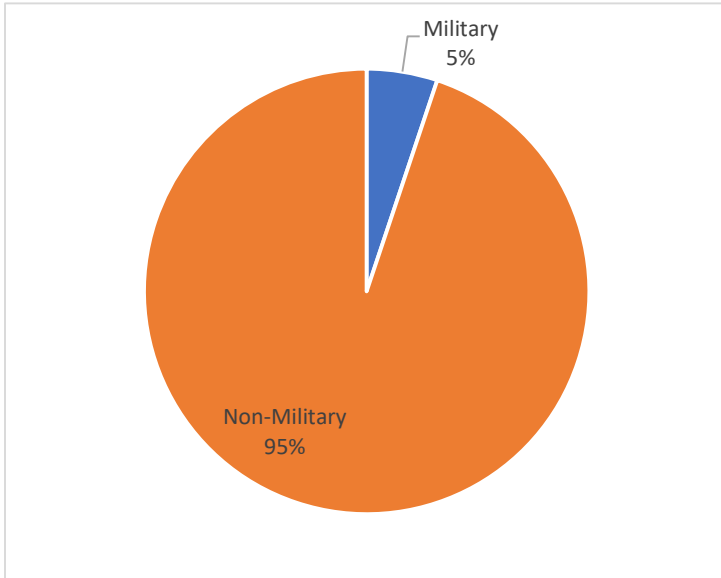
AGE



MILITARY STATUS

TOP ZIP CODES

PA 2-1-1 Northwest: Fiscal Year 2019-2020



Zip	Count	Zip	Count
16301	764	16701	155
16323	722	16830	150
16503	667	16506	141
16502	479	16214	134
16335	378	15767	128
16507	269	15801	126
16510	264	16365	123
16508	224	16407	114
16504	221	16441	87
16509	203	16428	83
16501	179	15825	78
16505	178	15851	72
16354	162	16417	72
16511	161	16346	68

TOP REFERRALS

Modest Needs	490
\$1 Energy Fund (Dollar Energy Fund)	378
Greater Erie Community Action Committee - Central Office - Utility Assistance	376
Second Harvest Food Bank of NWPA - Food Pantry Locator	371
Charitable Deeds and Services - Financial Assistance	319
Community Services of Venango County - Center Street, Oil City - Oil City Food Pantry - Spirit of Giving	283
Erie County Care Management - Erie Office - CoC Coordinated Entry	237
Saint Martin Center - Main Office - Food Pantry	208
Salvation Army - Franklin Service Center	207
PA Housing Search Website	202
Inter-Church Ministries of Erie County - Voucher System for Emergency Assistance	174
Martin Luther King Center - Main Office - Food Distribution	162
Salvation Army - Meadville Worship and Service Center	162
Community Services of Venango County - Center Street, Oil City - Utility Assistance	149
Venango County Department of Human Services - Main Complex - Community Support Services	145
Pennsylvania Department of Human Services - Erie County Assistance Office - Emergency Shelter Allowa	130
Pennsylvania Department of Human Services - Erie County Assistance Office - Emergency Shelter Allowance (ESA)	128
Salvation Army - Bradford Worship and Service Center	128
Venango County Department of Human Services - Main Complex - Housing Department	126
Joel II Restoration Outreach	124
Pennsylvania Office of Consumer Advocate	117
Salvation Army - Erie Worship and Service Center	113
Salvation Army - Clearfield Worship and Service Center	113