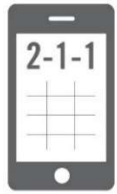


We called PA 2-1-1 for help when our resources just couldn't stretch any further.
~ 2-1-1 caller ~

CONTACT VOLUME



8,037
PHONE CONTACT
Last year: 8,921



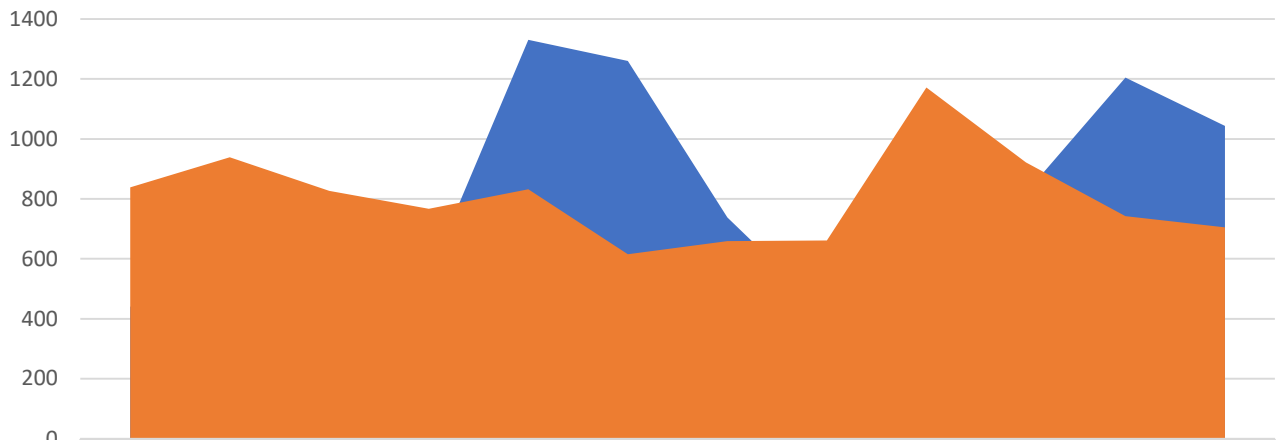
1,121
TEXT CONTACT
Last year: 743



150
CHAT & EMAIL CONTACT
Last year: 162



15,553
WEB CONTACT
Last year: 9,434



	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
2020-2021	440	528	452	545	1331	1260	738	418	528	820	1204	1043
2019-2020	838	939	827	767	832	615	659	661	1172	922	742	705

TOP NEEDS

SERVICE REQUESTS	2019-20	2020-21
Electric Service Payment Assistance	1,376	1,485
Gas Service Payment Assistance	606	1,375
Rent Payment Assistance	876	1,174
Christmas Meals, Holiday Gifts/Toys, Christmas Programs	278	705
Food Pantries	952	467
Undesignated Temporary Financial Assistance	794	438
Housing Related Coordinated Entry	492	376
Water Service Payment Assistance	295	371
Housing Search Assistance	N/A	229
Community Shelters	173	196
Food Vouchers	N/A	182
Covid-19 Control	142	172
Area Agencies on Aging	N/A	133
Housing Authorities	N/A	92
Heating Fuel Payment Assistance	72	89

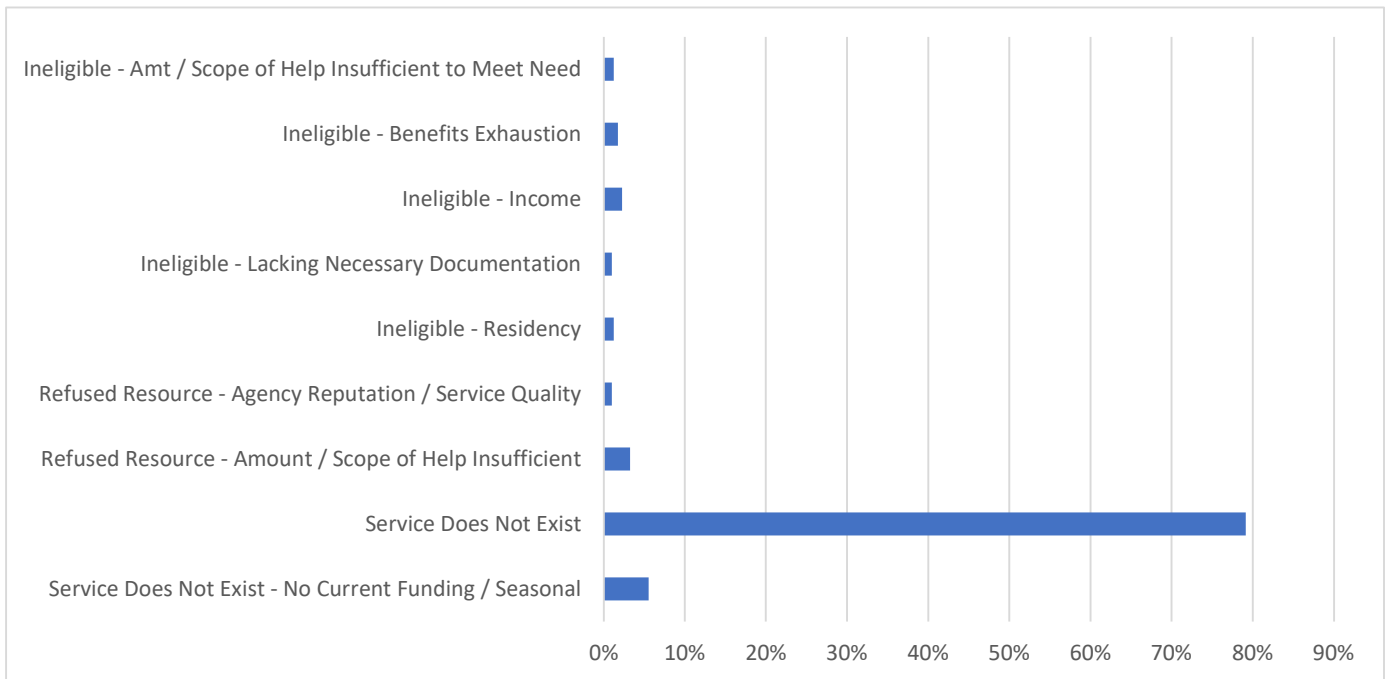
UNMET NEEDS

If services do not 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.

TOP UNMET NEEDS

Automotive Repair and Maintenance	17
Homeless Motel Vouchers	14
General Minor Home Repair Programs	13
Home Rehabilitation Services	13
Automobile Payment Assistance	11
Community Shelters	11
Electric Service Payment Assistance	11
Home Rehabilitation Grants	10
Property Tax Payment Assistance	10
Transportation Expense Assistance	10
Rent Payment Assistance	9
Gas Service Payment Assistance	8
Refrigerators	8
Water Service Payment Assistance	8
Christmas Meals	7

REASON NEEDS UNMET

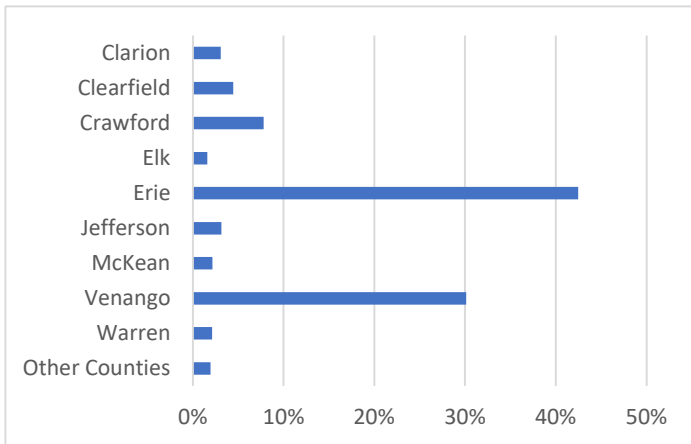


Additionally, the following reasons for needs being unmet were reported, but each represents less than 1% of the total:

- Ineligible - Age
- Ineligible - Health / Disability Status
- Ineligible - Housing Status
- Refused Resource - Cost of Service
- Refused Resource - Inconvenient Time
- Refused Resource - No Transportation
- Refused Resource - Undesirable Location

DEMOGRAPHICS

PERCENT CALLS BY COUNTY

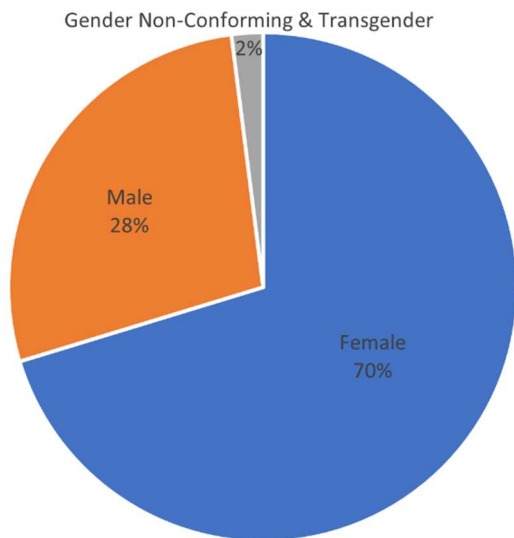


Cameron, Forest, and Potter Counties each accounted for less than 1% of calls in FY 20-21.

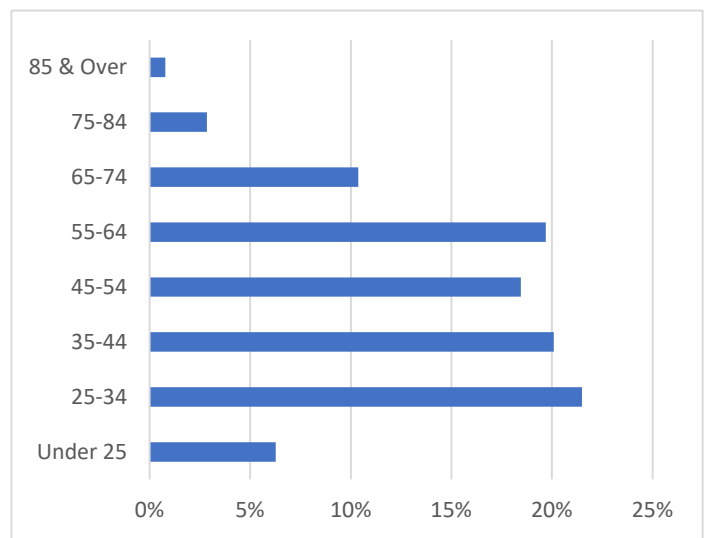
TOP ZIP CODES

Zip	Count	Zip	Count
16301	1062	16354	186
16323	1038	16505	169
16503	756	16509	155
16502	473	16506	131
16507	320	16214	109
16504	302	16346	107
16335	286	16830	104
16510	278	16511	103
16508	235	16701	102
16501	203	15801	101

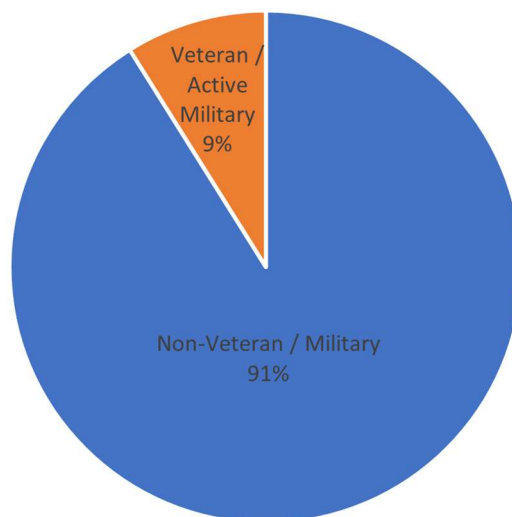
GENDER



AGE



MILITARY/VETERAN STATUS



PA 2-1-1 Northwest Region: 2020 - 2021 Fiscal Year Report

TOP REFERRALS

Dollar Energy Fund - Utility Payment Assistance	1,560
Greater Erie Community Action Committee - Central Office - Utility Assistance	963
Erie County Care Management - Erie Office - Emergency Rental Assistance Program	958
Venango County Department of Human Services - Main Complex - CSS Food Voucher	525
Greater Erie Community Action Committee - Central Office - Housing and Rental Assistance	467
Pennsylvania Department of Human Services - Erie County Assistance Office - ESA	368
Community Services of Venango County - Center Street, Oil City - Utility Assistance	288
Charitable Deeds and Services - Financial Assistance	268
PA Housing Search Website	240
LIHEAP - Low Income Home Energy Assistance Program	218
Salvation Army - Oil City Worship and Service Center - Extreme Crisis Funds	208
Community Services of Venango County - Oil City Food Pantry - Spirit of Giving	202
Pennsylvania Department of Human Services - Erie County Assistance Office - LIHEAP	202
Erie County Care Management - Erie Office - CoC Coordinated Entry	201
Modest Needs	179
Venango County Office of Economic Opportunity (OEO)	168
Pennsylvania Housing Finance Agency (PHFA) - CARES Rental and Mortgage Payment Assistance	152
Aqua - Helping Hand Program	133
USA Cares	126
Salvation Army - Meadville Worship and Service Center	123
Pennsylvania Department of Human Services - Venango County Assistance Office - ESA	119
United Way Of Venango County - Neighbor For Neighbor	118
Venango County Department of Human Services - Main Complex - Community Support Services	115
Community Action - Clarion Office - Emergency Shelter and Rent Assistance	113
Upper Room of Erie	112
Center for Family Services - Main Office - Emergency Rental Assistance Program	104
Central Pennsylvania Community Action - Clearfield Office - Housing Assistance	99
Salvation Army - Franklin Service Center	98
Salvation Army - Titusville Worship and Service Center	97
Fair Housing Council	96
First Energy - Penelec - Pennsylvania Customer Assistance Program	96
Venango County Department of Human Services - Main Complex - Emergency Rental Assistance Program	95
Northwestern Legal Services - Erie Office	94
Community Shelter Services - Emergency Shelter	92
Bethany Outreach Center - Food Pantry	89
Northwestern Rural Electric Cooperative - Member to Member Inc.	86
United Way Of Clarion County - Neighbor Aid Fund	86
Venango County Department of Human Services - Main Complex - Housing Department	86
Pennsylvania Department of Human Services - Crawford County Assistance Office - ESA	81
Center for Family Services - Main Office - Rental Assistance	79