

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

CONTACTS



723
PHONE CONTACTS
Last Month: 443
Last Year: 827



1,260
WEBSITE VISITS
Last Month: 1,351
Last Year: 1,372



97
TEXT & CHAT CONTACTS
Last Month: 85
Last Year: 95

NEEDS

545 UTILITIES	241 HOUSING	30 HEALTH CARE	30 FOOD	21 MATERIAL GOODS	38 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.



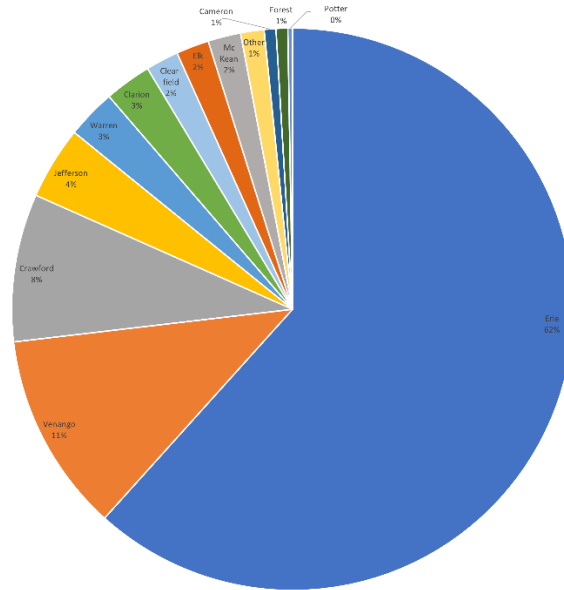
TOP NEEDS

Gas Service Payment Assistance	246
Electric Service Payment Assistance	191
Rent Payment Assistance	101
Housing Related Coordinated Entry	30
Water Service Payment Assistance	25
Heating Fuel Payment Assistance	21
Housing Search Assistance	18
Housing Authorities	16
Community Shelters	15
Food Pantries	13

TOP UNMET NEEDS

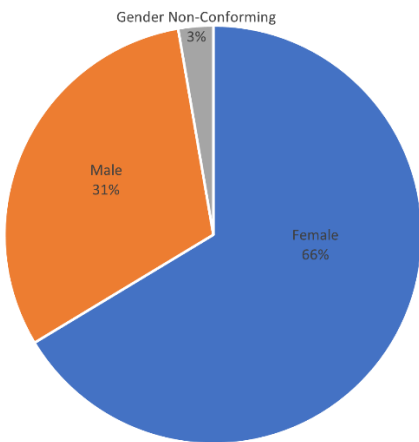
Automotive Repair and Maintenance	2
Advocacy	1
Autism Spectrum Disorder	1
Automobile Payment Assistance	1
Automobiles	1
Burial/Cremation Expense Assistance	1
Caregiver Consultation and Support	1
Computer Distribution Programs	1
Electric Service Payment Assistance	1
Ex-Offender Employment Programs	1

CONTACTS BY COUNTY

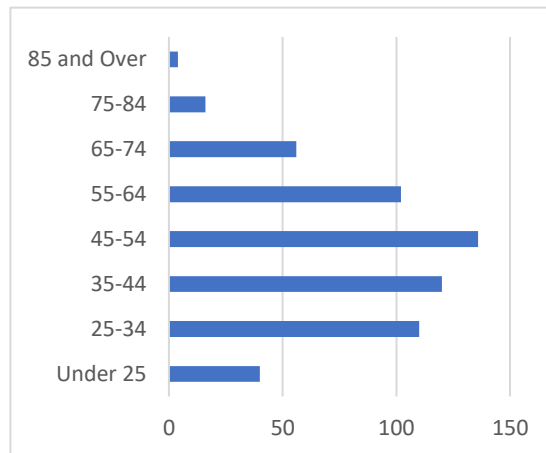


DEMOGRAPHICS

GENDER



AGE



TOP ZIP CODES

Zip	Count	Zip	Count
16503	114	16505	15
16507	62	16506	14
16502	59	16509	12
16504	45	16365	11
16510	42	16511	11
16301	38	15767	10
16335	34	16214	10
16323	29	16354	10
16501	26	16701	9
16508	23	16423	8

TOP REFERRALS

Erie County Care Management - Erie Office - Emergency Rental Assistance Program	252
\$1 Energy Fund (Dollar Energy Fund)	198
Greater Erie Community Action Committee - Central Office - Utility Assistance	153
LIHEAP - Low Income Home Energy Assistance Program	138
Greater Erie Community Action Committee - Central Office - Housing and Rental Assistance	32
Inter-Church Ministries of Erie County - Voucher System for Emergency Assistance	32
Pennsylvania Department of Human Services - Erie County Assistance Office - Emergency Shelter Allowance	29
Community Services of Venango County - Center Street, Oil City - Utility Assistance	21
Charitable Deeds and Services - Financial Assistance	20
Venango County Department of Human Services - Main Complex - Emergency Rental Assistance Program	20

2-1-1 Thanks Our Sponsor



PA 2-1-1 Northwest: March 2021

TOP REFERRALS (cont'd)

Center for Family Services - Main Office - Emergency Rental Assistance Program	19
PA Housing Search Website	19
Venango County Office of Economic Opportunity (OEO)	17
Erie County Care Management - Erie Office - CoC Coordinated Entry	15
Salvation Army - Meadville Worship and Service Center	15
United Way Of Venango County - Neighbor For Neighbor	15
COMPASS - Emergency Rental Assistance Program - ERAP	14
Salvation Army - Oil City Worship and Service Center - Extreme Crisis Funds	14
Upper Room of Erie	13
Pennsylvania Housing Finance Agency - Homeowner's Emergency Mortgage Assistance Program (HEMAP)	11
Fair Housing Council	10
McKean County Redevelopment and Housing Authority - Emergency Rental Assistance Program	10
Community Shelter Services - Emergency Shelter	9
National Fuel Gas - Erie – LIRA	9
Northwestern Legal Services - Erie Office	9
PA Public Utility Commission (PUC)	9
Warren-Forest Counties Economic Opportunity Council - Utility Assistance	9
Center for Family Services - Main Office - Neighbor for Neighbor Utility Assistance	8
Community Action - Clarion Office - Emergency Shelter and Rent Assistance	8
Community Action - Main Office - Emergency Rental Assistance Program	8

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