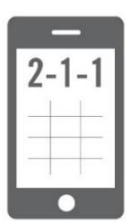


“ PA 2-1-1 Northwest told me about a wonderful program I hadn't even called about! ~ Recent 2-1-1 Caller ~ ”

CONTACTS



1,084
PHONE
CONTACTS

Last Month: **723**
Last Year: **827**



946
WEBSITE
VISITS

Last Month: **1,260**
Last Year: **1,372**



120
TEXT, CHAT,
& EMAIL
CONTACTS

Last Month: **97**
Last Year: **95**

NEEDS



833
UTILITIES



292
HOUSING



29
HEALTHCARE &
COVID-19



73
FOOD



35
MATERIAL
GOODS

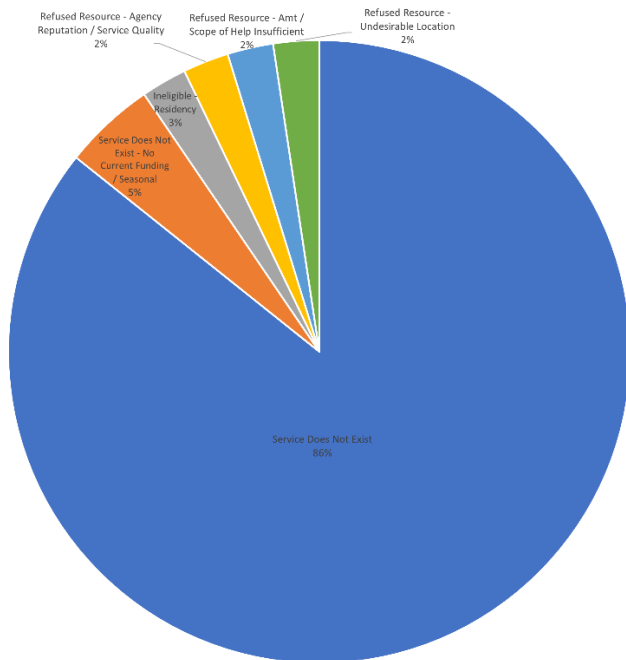


63
EMPLOYMENT &
INCOME

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

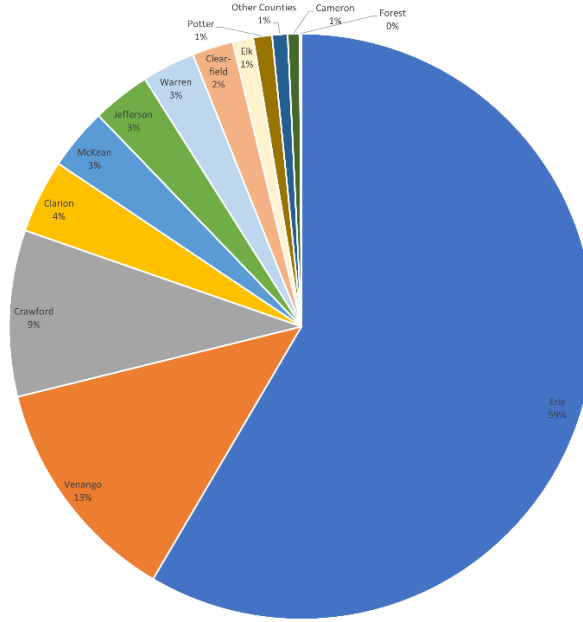
Gas Service Payment Assistance	423
Electric Service Payment Assistance	246
Rent Payment Assistance	130
Food Pantries	54
Water Service Payment Assistance	54
Undesignated Temporary Financial Assistance	44
Housing Related Coordinated Entry	42
Utility Disconnection Protection	24
Housing Search Assistance	17
Community Shelters	15

TOP UNMET NEEDS

Community Shelters	8
Home Rehabilitation Services	6
General Minor Home Repair Programs	3
Cable Service Payment Assistance	2
Cell Phones	2
Housing Search Assistance	2
Roof Maintenance/Repair	2
Appliance Repair	1
Automobile Loans	1
Automobile Payment Assistance	1

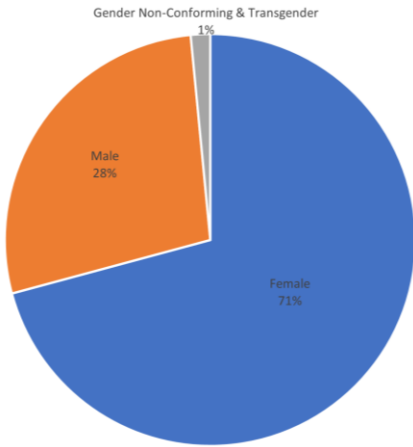


CONTACTS BY COUNTY

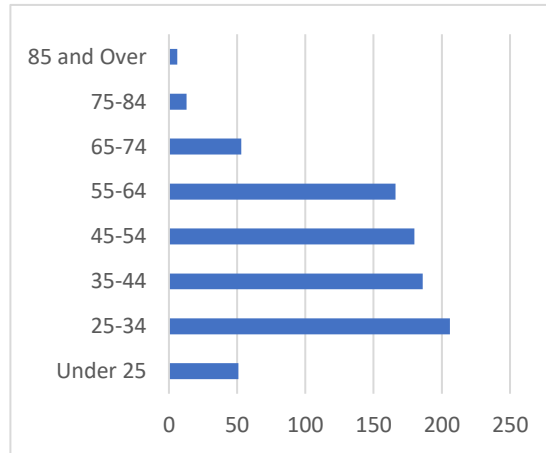


DEMOGRAPHICS

GENDER



AGE



TOP ZIP CODES

Zip	Count	Zip	Count
16503	167	16701	24
16301	82	16505	22
16502	79	16354	20
16507	61	16509	18
16508	57	16511	18
16335	52	16506	17
16501	50	16214	15
16504	45	15851	12
16510	41	16407	11
16323	34	16423	11

TOP REFERRALS

Erie County Care Management - Erie Office - Emergency Rental Assistance Program	370
\$1 Energy Fund (Dollar Energy Fund)	367
Greater Erie Community Action Committee - Central Office - Utility Assistance	247
Community Services of Venango County - Center Street, Oil City - Utility Assistance	65
Charitable Deeds and Services - Financial Assistance	50
Center for Family Services - Main Office - Emergency Rental Assistance Program	46
Salvation Army - Franklin Service Center	45
Greater Erie Community Action Committee - Central Office - Housing and Rental Assistance	41
COMPASS - Emergency Rental Assistance Program - ERAP	40
United Way Of Venango County - Neighbor For Neighbor	39

2-1-1 Thanks Our Sponsor



PA 2-1-1 Northwest: May 2021

TOP REFERRALS (cont'd)

Pennsylvania Department of Human Services - Erie County Assistance Office - Emergency Shelter Allowa	35
Salvation Army - Oil City Worship and Service Center - Extreme Crisis Funds	34
Venango County Department of Human Services - Main Complex - Emergency Rental Assistance Program	33
Venango County Office of Economic Opportunity (OEO)	31
Bethany Outreach Center - Food Pantry	22
Erie County Care Management - Erie Office - CoC Coordinated Entry	21
McKean County Redevelopment and Housing Authority - Emergency Rental Assistance Program	20
National Fuel Gas - Erie - LIRA	20
Salvation Army - Meadville Worship and Service Center	20
Warren-Forest Counties Economic Opportunity Council - Utility Assistance	18
Clarion County Housing Authority - Main Office - Emergency Rental Assistance Program	16
Emmaus Food Pantry	15
Soldier On	15
Salvation Army - Bradford Worship and Service Center	14
Community Action - Clarion Office - Emergency Shelter and Rent Assistance	13
Pennsylvania Public Utility Commission - Electric Companies	13
Pennsylvania Public Utility Commission (PUC)	13
Aqua - Helping Hand Program	12
First Energy - Penelec - Pennsylvania Customer Assistance Program	12
PA Housing Search Website	12

2-1-1 Thanks Our Sponsor

