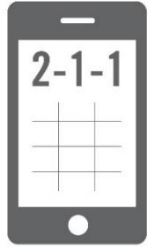


“ PA 2-1-1 Northwest helped me find the services I need to stay safe at home as I get older. ”
~ 2-1-1 caller ~

CONTACT VOLUME



827
PHONE
CONTACTS
Last month: 937
Last year: 358



1,594
WEBSITE
VISITS
Last month: 1,502
Last year: 752



104
CHAT, TEXT,
& EMAIL
CONTACTS
Last month: 106
Last year: 82

NEEDS

| | | | | | |
|-----------------------------|---------------------------|-----------------------|---|---|------------------------------------|
| 662 UTILITIES | 313 HOUSING | 42 FOOD | 27 HEALTHCARE & COVID-19 | 90 EMPLOYMENT & INCOME | 43 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.

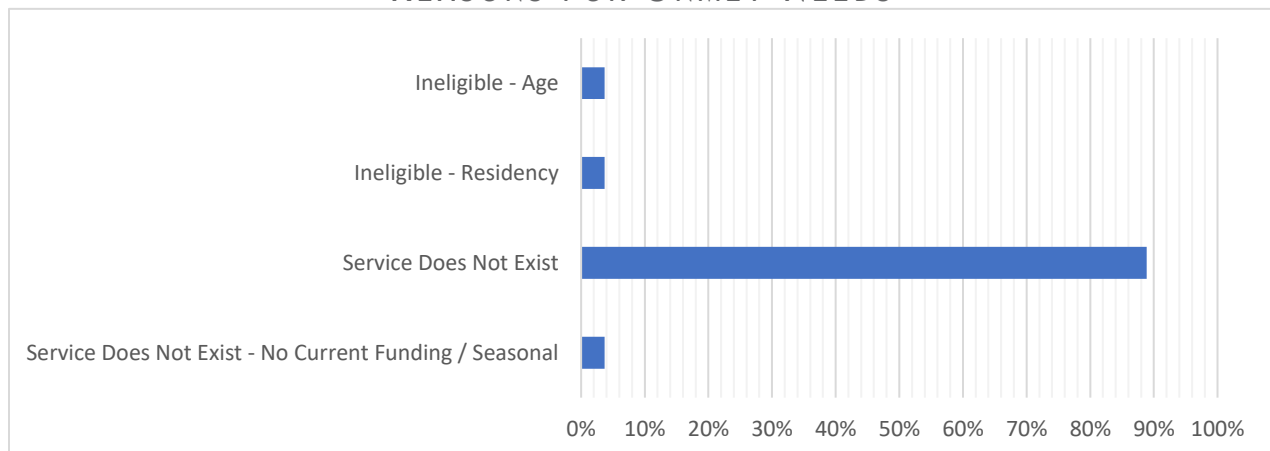
| Referred Service | Count |
|---|-------|
| Electric Service Payment Assistance | 386 |
| Gas Service Payment Assistance | 372 |
| Rent Payment Assistance | 213 |
| Undesignated Temporary Financial Assistance | 104 |
| Utility Disconnection Protection | 89 |
| Food Pantries | 80 |
| Water Service Payment Assistance | 78 |
| Housing Related Coordinated Entry | 61 |
| Rental Deposit Assistance | 49 |
| Non-Emergency Medical Transportation | 47 |

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.

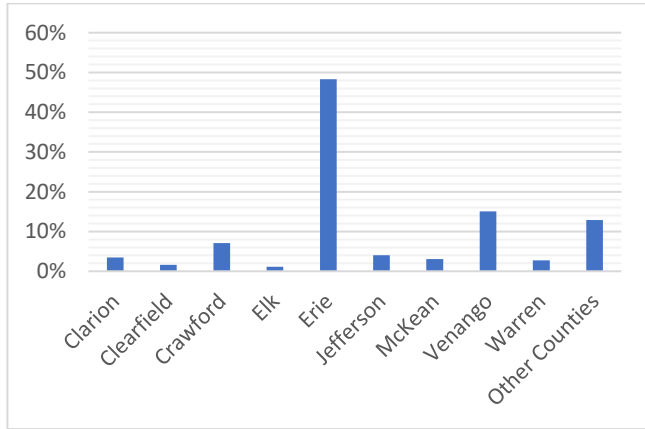
| Unmet Need | Count |
|--|-------|
| Advocacy | 3 |
| Automotive Repair and Maintenance | 2 |
| Dental Prosthodontics | 1 |
| Donation Pickups | 1 |
| Electric Service Payment Assistance | 1 |
| Furnaces | 1 |
| General Appliance Provision | 1 |
| Health/Disability Related Support Groups | 1 |
| Home Maintenance & Minor Repair Grants/Loans | 1 |
| Home Maintenance and Minor Repair Services | 1 |

REASONS FOR UNMET NEEDS



DEMOGRAPHICS

CONTACTS BY COUNTY

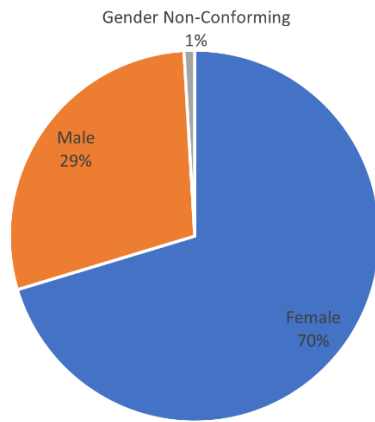


Cameron, Forest, and Potter Counties each accounted for less than 1% of contacts.

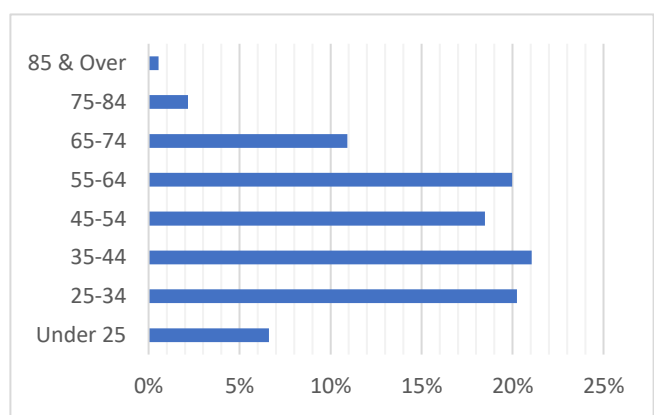
TOP ZIP CODES

| Zip | Count | Zip | Count |
|-------|-------|-------|-------|
| 16503 | 121 | 16511 | 18 |
| 16301 | 70 | 16701 | 18 |
| 16502 | 64 | 16214 | 17 |
| 16323 | 53 | 16501 | 17 |
| 16504 | 43 | 16506 | 16 |
| 16335 | 40 | 16510 | 15 |
| 16507 | 40 | 16505 | 13 |
| 16508 | 30 | 16509 | 13 |
| 16407 | 24 | 16354 | 12 |
| 15767 | 21 | 16417 | 12 |

GENDER



AGE



TOP PROGRAM REFERRALS

| | |
|--|-----|
| Dollar Energy Fund - Utility Payment Assistance | 301 |
| Erie County Care Management - Erie Office - Emergency Rental Assistance Program (ERAP) | 248 |
| Greater Erie Community Action Committee - Central Office - Utility Assistance | 197 |
| Modest Needs - Emergency Self-Sufficiency Grants | 121 |
| Pennsylvania Public Utility Commission - Electric Companies | 51 |
| Venango County DHS - Main Complex - Emergency Rental Assistance Program (ERAP) | 48 |
| Salvation Army - Western PA Division - Financial Assistance | 43 |
| Greater Erie Community Action Committee - Central Office - Housing and Rental Assistance | 39 |
| Charitable Deeds and Services - Financial Assistance | 36 |
| Erie County Care Management - Erie Office - CoC Coordinated Entry | 35 |
| Community Services of Venango County - Center Street, Oil City - Utility Assistance | 34 |
| Center for Family Services - Main Office - Emergency Rental Assistance Program | 32 |
| Erie County Assistance Office - Emergency Shelter Allowance (ESA) | 29 |
| First Energy - Penelec - Pennsylvania Customer Assistance Program | 23 |
| United Way of Venango County - Hair Affairs | 23 |
| Pennsylvania Housing Finance Agency - PA Housing Search Website | 22 |
| Aqua - Helping Hand Program | 21 |
| Salvation Army - Franklin Service Center | 21 |
| United Way of Venango County - Neighbor for Neighbor | 21 |
| Pennsylvania Public Utility Commission (PUC) | 18 |