Our finances have been so uncertain since the pandemic. I’m glad PA 2-1-1 Southeast is there to help.

~ 2-1-1 caller ~

CONTACT VOLUME

6,403 PHONE CONTACTS
- Last month: 6,420
- Last year: 4,204

7,316 WEBSITE VISITS
- Last month: 4,777
- Last year: 2,028

910 CHAT, TEXT, & EMAIL CONTACTS
- Last month: 698
- Last year: 210

NEEDS

1,280 UTILITIES
3,860 HOUSING
375 FOOD
177 HEALTHCARE & COVID-19
385 EMPLOYMENT & INCOME
174 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.

<table>
<thead>
<tr>
<th>Referred Service</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rent Payment Assistance</td>
<td>1996</td>
</tr>
<tr>
<td>Low Income/Subsidized Private Rental Housing</td>
<td>1002</td>
</tr>
<tr>
<td>Electric Service Payment Assistance</td>
<td>985</td>
</tr>
<tr>
<td>Housing Search Assistance</td>
<td>844</td>
</tr>
<tr>
<td>Housing Related Coordinated Entry</td>
<td>673</td>
</tr>
<tr>
<td>Rental Deposit Assistance</td>
<td>491</td>
</tr>
<tr>
<td>Section 8 Housing Choice Vouchers</td>
<td>410</td>
</tr>
<tr>
<td>Community Shelters</td>
<td>380</td>
</tr>
<tr>
<td>School Supplies</td>
<td>371</td>
</tr>
<tr>
<td>Gas Service Payment Assistance</td>
<td>322</td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>Unmet Need</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing Related Coordinated Entry</td>
<td>7</td>
</tr>
<tr>
<td>Rent Payment Assistance</td>
<td>6</td>
</tr>
<tr>
<td>Property Tax Payment Assistance</td>
<td>4</td>
</tr>
<tr>
<td>Electric Service Payment Assistance</td>
<td>3</td>
</tr>
<tr>
<td>Automotive Repair and Maintenance</td>
<td>2</td>
</tr>
<tr>
<td>School Clothing</td>
<td>2</td>
</tr>
<tr>
<td>311 Services</td>
<td>1</td>
</tr>
<tr>
<td>Addictions/Dependencies Issues</td>
<td>1</td>
</tr>
<tr>
<td>Advocacy</td>
<td>1</td>
</tr>
<tr>
<td>Automobile Insurance Payment Assistance</td>
<td>1</td>
</tr>
</tbody>
</table>

REASONS FOR UNMET NEEDS

- Ineligible - Don't Qualify
- Ineligible - Age
- Ineligible - Benefits Exhaustion
- Ineligible - Health / Disability Status
- Ineligible - Housing Status
- Ineligible - Income
- Ineligible - Military Discharge Status
- Ineligible - Residency
- Refused Resource - Unacceptable Wait Time
- Service Does Not Exist
Less than 1% of callers chose not to disclose their Gender in August 2021.