

Lawrence County February 2024



“PA 211 Southwest told me what help I was eligible for. I couldn’t have figured it out by myself.”
~ 211 caller ~



58
PHONE CONTACT
Last month: 51
Last year: 56



9
TEXT CONTACT
Last month: 7
Last year: 4



2
CHAT & EMAIL CONTACT
Last month: 2
Last year: 0

NEEDS

BASIC NEEDS BY CATEGORY

Includes only the referrals made by Resource Navigators in response to phone, text, chat, or email contact (does not include web searches).



74
Housing & Shelter



37
Food & Meals



122
Utilities



5
Healthcare & Covid-19



7
Mental Health & Substance Use



36
Employment & Income



12
Material Goods (Clothing/Household)



3
Transportation

TOP NEEDS

The numbers below reflect both the self-identified needs of callers and those discovered during the course of a contact.

Referred Service	Count
Electric Service Payment Assistance	54
Rent Payment Assistance	37
Undesignated Temporary Financial Assistance	29
Food Pantries	29
Water Service Payment Assistance	29
Gas Service Payment Assistance	28
Community Shelters	9
Home Maintenance and Minor Repair Services	8
Diapers	6
Utility Disconnection Protection	6

UNMET NEEDS

If services do not exist to meet a contact’s stated need, or if they are deemed ineligible for services, 211 records that as an unmet need. In these cases, the Resource Navigators explore other services that may be of assistance.

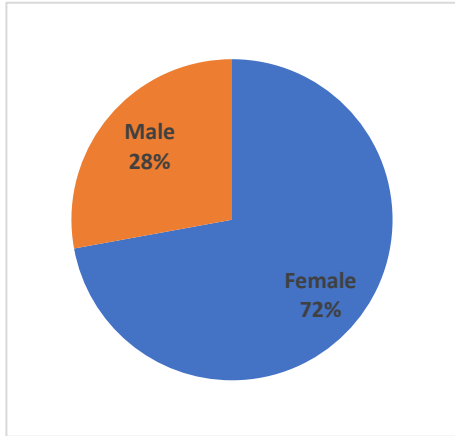
Unmet Need	Count
No Reported Unmet Need – February 2024	N/A

REASONS FOR UNMET NEEDS

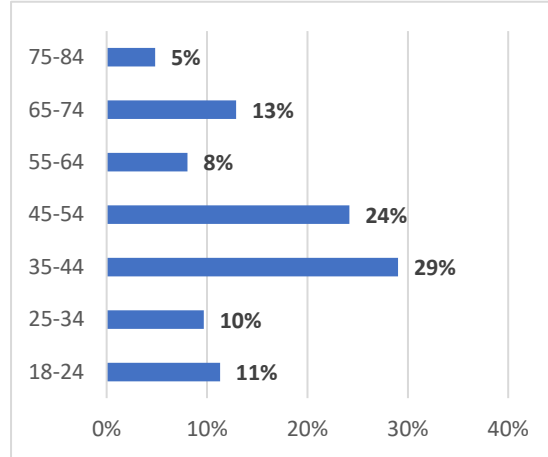
No Reported Unmet Need – February 2024

DEMOGRAPHICS

GENDER



AGE



TOP ZIP CODES

Zip	Count
16101	48
16117	6
16102	3
16105	3
16112	2
16116	2
16051	2
16107	1
16001	1
16132	1

TOP REFERRALS

Catholic Charities of the Diocese of Pittsburgh	49
Divine Grace Parish	42
Salvation Army - New Castle Corps	41
Society of Saint Vincent de Paul Council of Pittsburgh	29
City Rescue Mission	18
Pennsylvania Department of Human Services - Southwestern County Assistance Offices - LIHEAP	17
Lawrence County Community Action Partnership	16
People In Need	9
Dollar Energy Fund	8
Pennsylvania Department of Human Services - Southwestern County Assistance Offices	6

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