

County	HM Day Calls	CCR Calls	Totals	% of Total Calls
ALLEGHENY	2839	343	3182	52.89%
ARMSTRONG	52	2	54	0.90%
BEAVER	198	21	219	3.64%
BUTLER	656	53	709	11.79%
FAYETTE	108	16	124	2.06%
GREENE	73	8	81	1.35%
INDIANA	59	3	62	1.03%
LAWRENCE	86	10	96	1.60%
MERCER	120	23	143	2.38%
WASHINGTON	233	28	261	4.34%
WESTMORELAND	385	41	426	7.08%
Other	136	5	141	2.34%
Unknown	433	85	518	8.61%
Grand Total	5378	638	6016	

Call Times	Total
After Hours	638
Day Staff	5378
Grand Total	6016

CCR	Total
Weekdays	545
Weekends & Holidays	93
Grand Total	638

Basic Needs	Count
B - Basic Needs	2
BD - Food	559
BH - Housing/Shelter	1925
BM - Material Goods	734
BT - Transportation	149
BV - Utilities	1456
Grand Total	4825

Level 1 Needs	Count
B - Basic Needs	4825
D - Consumer Services	163
F - Criminal Justice and Legal Services	353
H - Education	125
J - Environment and Public Health/Safety	30
L - Health Care	262
N - Income Support and Employment	573
P - Individual and Family Life	315
R - Mental Health and Substance Use Disorder Services	212
T - Organizational/Community/International Services	441
Y - Target Populations	173
Left Blank	1218
Grand Total	8690

Presenting Needs	Total
(blank)	1218
Rent Payment Assistance	611
Gas Service Payment Assistance	583
Electric Service Payment Assistance	576
Food Pantries	477
Undesignated Temporary Financial Assistance	237
Rental Deposit Assistance	215
Water Service Payment Assistance	193
Home Rental Listings	175
Community Shelters	158
Furniture	147
Transitional Housing/Shelter	129
Comprehensive Information and Referral	114
Specialized Information and Referral	93
General Clothing Provision	92
School Supplies	90
Housing Search Assistance	77
Home Rehabilitation Programs	76
Food Stamps/SNAP	65
General Furniture Provision	60
Low Cost Home Rental Listings	53
Appliances	50
Landlord/Tenant Assistance	49
Diapers	48
Home Maintenance and Minor Repair Services	46
Veterans	46
Mental Health Hotlines	45
Area Agencies on Aging	45
Legal Counseling	38
Job Search Resource Centers	35
Medical Appointments Transportation	35
Aging and Disability Resource Centers	34
Shelters for women and children	34
Public Housing	34
Thrift Shops	33
Mortgage Payment Assistance	33
Beds	33
Domestic Violence Shelters	33

Presenting Needs	Total
Health Insurance Information/Counseling	32
Money Management	31
Comprehensive Job Assistance Centers	31
General Minor Home Repair Programs	30
Weatherization Programs	30
Women	29
SNAP Benefits Assistance	29
Legal Services	29
Shelters for women	29
Home Rehabilitation Loans	26
Household Goods	25
311 Services	24
School Clothing	24
Older Adult/Disability Related Supportive Housing	23
Baby Furniture	23
Career Development	23
Benefits Assistance	22
Soup Kitchens	22
Automobiles	22
Landlord/Tenant Dispute Resolution	22
Clothing	21
Shelters for men	19
Summer Food Service Programs	19
Automobile Repair Loans	19
Community Clinics	19
Baby Clothing	19
Job Search/Placement	18
Case/Care Management	17
Children's Clothing	17
Certified Application Counselor Programs	17
211 Systems	16
Refrigerators	16
Domestic Violence Hotlines	16
Dental Care	16
In Home Assistance	16
Errand Running/Shopping Assistance	16
Prejob Guidance	16
Utility Service Payment Assistance	15
Automobile Loans	15