

County	HM Day Calls	CCR Calls	Totals	% of Total Calls
ALLEGHENY	2515	343	2858	55.11%
ARMSTRONG	50	3	53	1.02%
BEAVER	162	27	189	3.64%
BUTLER	515	44	559	10.78%
FAYETTE	66	9	75	1.45%
GREENE	111	23	134	2.58%
INDIANA	57	2	59	1.14%
LAWRENCE	76	10	86	1.66%
MERCER	120	9	129	2.49%
WASHINGTON	228	13	241	4.65%
WESTMORELAND	344	44	388	7.48%
Other	97	7	104	2.01%
Unknown	242	69	311	6.00%
Grand Total	4583	603	5186	

Call Times	Total
After Hours	603
Day Staff	4583
Grand Total	5186

CCR	Total
Weekdays	481
Weekends & Holidays	122
Grand Total	603

Basic Needs	Count
BD - Food	552
BH - Housing/Shelter	1641
BM - Material Goods	530
BT - Transportation	116
BV - Utilities	1134
Grand Total	3973

Level 1 Needs	Count
B - Basic Needs	3973
D - Consumer Services	172
F - Criminal Justice and Legal Services	271
H - Education	115
J - Environment and Public Health/Safety	20
L - Health Care	227
N - Income Support and Employment	561
P - Individual and Family Life	286
R - Mental Health and Substance Use Disorder Services	194
T - Organizational/Community/International Services	430
Y - Target Populations	154
Left Blank	1086
Grand Total	7489

Presenting Needs	Total
(blank)	1086
Rent Payment Assistance	481
Gas Service Payment Assistance	470
Electric Service Payment Assistance	429
Food Pantries	417
Undesignated Temporary Financial Assistance	299
Rental Deposit Assistance	197
Water Service Payment Assistance	160
Home Rental Listings	159
Community Shelters	142
Furniture	136
Transitional Housing/Shelter	117
Comprehensive Information and Referral	111
Summer Food Service Programs	100
School Supplies	98
Specialized Information and Referral	80
Home Rehabilitation Programs	66
Housing Search Assistance	63
Appliances	51
Food Stamps/SNAP	50
Low Cost Home Rental Listings	47
Home Maintenance and Minor Repair Services	41
General Clothing Provision	41
Medical Appointments Transportation	39
Aging and Disability Resource Centers	37
Women	37
Air Conditioners	35
Health Insurance Information/Counseling	35
Shelters for women	34
Career Development	33
Domestic Violence Shelters	32
Area Agencies on Aging	32
Legal Services	32
Landlord/Tenant Assistance	32
Beds	31
311 Services	31
Money Management	30
Rent Rebate/Tax Credit Information	30

Presenting Needs	Total
Diapers	29
Mental Health Hotlines	29
Thrift Shops	28
General Furniture Provision	28
General Minor Home Repair Programs	28
Veterans	27
Public Housing	26
Housing Authorities	26
Shelters for men	26
Furniture/Home Furnishings Donation Programs	25
Home Rehabilitation Loans	25
Comprehensive Job Assistance Centers	24
Weatherization Programs	23
Landlord/Tenant Dispute Resolution	21
Legal Counseling	19
Baby Clothing	18
Soup Kitchens	18
Shelters for women and children	17
Benefits Assistance	17
Community Clinics	17
Utility Service Payment Assistance	17
211 Systems	17
Baby Furniture	16
Job Search Resource Centers	16
WIC	15
Job Search/Placement	15
In Home Assistance	15
Errand Running/Shopping Assistance	15
Automobiles	15
Utility Assistance	15
Family Law	15
Dental Care	14
Children's Protective Services	14
Older Adult/Aging Issues	14
Domestic Violence Hotlines	14
Individual Counseling	14
Cell Phones	14
SNAP Benefits Assistance	13