

County	HM Day Calls	CCR Calls	Totals	% of Total Calls
ALLEGHENY	2393	321	2714	50.86%
ARMSTRONG	53	5	58	1.09%
BEAVER	176	17	193	3.62%
BUTLER	666	84	750	14.06%
FAYETTE	125	20	145	2.72%
GREENE	45	6	51	0.96%
INDIANA	74	8	82	1.54%
LAWRENCE	111	5	116	2.17%
MERCER	99	5	104	1.95%
WASHINGTON	193	22	215	4.03%
WESTMORELAND	374	47	421	7.89%
Other	93	2	95	1.78%
Unknown	343	49	392	7.35%
Grand Total	4745	591	5336	

Call Times	Total
After Hours	4745
Day Staff	591
Grand Total	5336

CCR	Total
Weekdays	519
Weekends & Holidays	72
Grand Total	591

Basic Needs	Count
B - Basic Needs	1
BD - Food	459
BH - Housing/Shelter	1575
BM - Material Goods	575
BT - Transportation	117
BV - Utilities	1654
Grand Total	4381

Level 1 Needs	Count
B - Basic Needs	4381
D - Consumer Services	134
F - Criminal Justice and Legal Services	328
H - Education	35
J - Environment and Public Health/Safety	27
L - Health Care	267
N - Income Support and Employment	463
P - Individual and Family Life	302
R - Mental Health and Substance Use Disorder Services	174
T - Organizational/Community/International Services	364
Y - Target Populations	167
Left Blank	978
Grand Total	7620

Presenting Needs	Total
(blank)	978
Gas Service Payment Assistance	692
Electric Service Payment Assistance	665
Rent Payment Assistance	466
Food Pantries	405
Rental Deposit Assistance	162
Water Service Payment Assistance	161
Undesignated Temporary Financial Assistance	158
Furniture	139
Home Rental Listings	132
Community Shelters	131
Specialized Information and Referral	89
Home Rehabilitation Programs	86
Transitional Housing/Shelter	83
Food Stamps/SNAP	76
Low Cost Home Rental Listings	67
Comprehensive Information and Referral	63
Housing Search Assistance	62
General Clothing Provision	55
Health Insurance Information/Counseling	53
Veterans	49
Home Maintenance and Minor Repair Services	41
Aging and Disability Resource Centers	41
Diapers	41
General Furniture Provision	41
Weatherization Programs	40
Area Agencies on Aging	39
Legal Counseling	36
SNAP Benefits Assistance	36
Appliances	34
Mental Health Hotlines	33
Beds	33
Mortgage Payment Assistance	32
Home Rehabilitation Loans	31
Utility Assistance	30
Landlord/Tenant Assistance	30
Thrift Shops	29
Comprehensive Job Assistance Centers	28
Certified Application Counselor Programs	27

Presenting Needs	Total
Domestic Violence Shelters	25
General Minor Home Repair Programs	25
Job Search Resource Centers	24
Domestic Violence Hotlines	24
Household Goods	24
Housing Authorities	23
Shelters for men	23
Medical Appointments Transportation	23
Soup Kitchens	22
Money Management	22
Benefits Assistance	22
Legal Services	22
Utility Service Payment Assistance	21
Winter Clothing	21
Shelters for women and children	20
Automobiles	20
Errand Running/Shopping Assistance	19
Older Adult/Disability Related Supportive Housing	19
Furniture/Home Furnishings Donation Programs	19
Landlord/Tenant Dispute Resolution	18
Automobile Purchase Loans	17
Dental Care	17
Shelters for women	17
Child Care Expense Assistance	17
Burial/Cremation Expense Assistance	16
General Legal Aid	16
Mortgage Delinquency and Default Counseling	16
Water Heaters	15
In Home Assistance	15
311 Services	15
Public Housing	15
Baby Furniture	15
Rent Rebate/Tax Credit Information	15
Automobile Repair Loans	15
Community Clinics	15
Prescription Expense Assistance	14
Home Barrier Evaluation/Removal Services	14