

PA 211 SOUTHWEST HELPLINE IMPACT SUMMARY

July 1, 2025 - June 30, 2026

UNITED WAY of Southwestern Pennsylvania

211 PA Southwest

OVERVIEW

Help is one phone call, text message or webchat away with 211, the region's go-to navigator to community resources.

The PA 211 Southwest helpline, managed by United Way of Southwestern Pennsylvania, connects individuals and families to emergency assistance and everyday essentials. From housing, utilities support and job-readiness programs to senior care options, violence prevention and internet connectivity, PA 211 Southwest helps people navigate the offerings of more than 7,000 services throughout the region. It is free, confidential, available 24/7 and offered in 150+ languages.

Navigating complex systems is a daunting task, especially when under stress. PA 211 Southwest is a one-stop-shop for people and providers in 21 Pennsylvania counties to find and offer support.



HOME + FAMILY

- Utility assistance.
- Food cupboards.
- Summer camps and afterschool programs.



HEALTH + WELLNESS

- Health care.
- Clothing and material goods.
- Violence prevention services.



CAREER PATHWAYS

- Workforce development.
- Reentry resources.
- Transportation.
- Internet and digital literacy.



FINANCIAL EMPOWERMENT

- Tax preparation.
- Savings programs.
- Benefits enrollment.
- Debt relief.

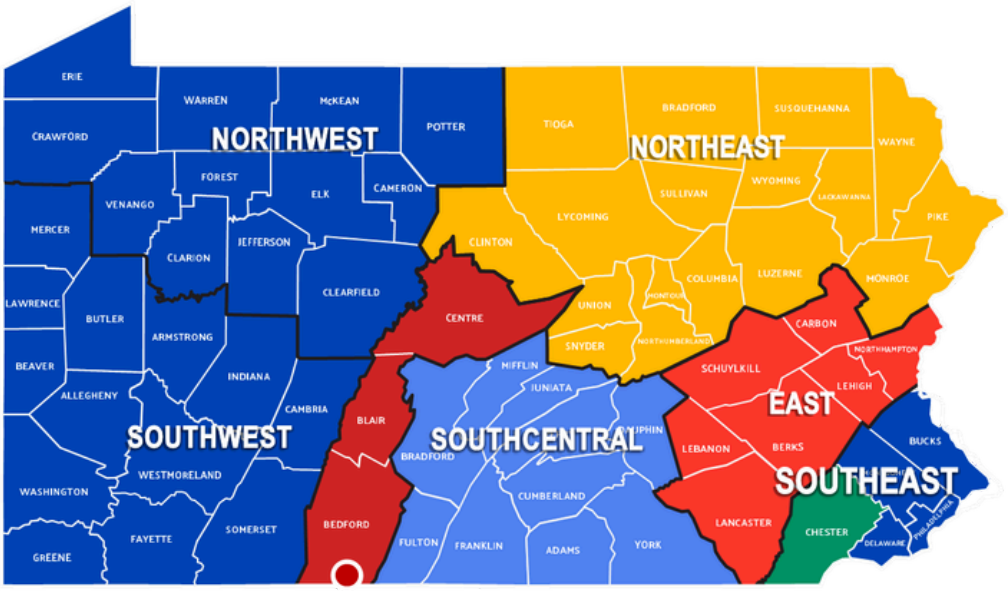
When you make a contribution to support United Way's mission, you support our PA 211 Southwest helpline, which makes it possible for individuals and families stay afloat during tough times and position themselves to thrive.

Disclaimer: 211 is not for emergencies.
People should dial 911 for emergencies and 988 for behavioral or mental health crises.

NUMBERS AT A GLANCE

PA 211 Southwest served 34 counties across Pennsylvania in 2025-26. Our service area includes counties in the southwest, northwest and southeast regions.

34	85,402	132,218	501,979
COUNTIES SERVED	CLIENTS SERVED	CONTACTS TO 211	AGENCY REFERRALS



SPOTLIGHT ON ALLEGHENY COUNTY

When Sharon, an older adult, faced the possibility of losing her housing, she turned to 211 for help. A compassionate resource navigator connected her with legal assistance and Allegheny Link, helping her access the support she needed to cover her rent. After court proceedings, she learned the judge approved payment for her full rent, bringing relief after weeks of uncertainty and worry. Grateful for the support she received, she shared that calling 211 "worked out so wonderfully" and said she was "very satisfied" with the help she received.

Sharon encourages others facing hardship to reach out to 211 for help. "People need to know that there still is a place you can get help. And it starts with you."

> "People need to know that there still is a place you can get help."
>
> - SHARON

RESOURCE NAVIGATORS:
Compassionate, caring and highly trained.



HELPING PEOPLE GET BACK ON TRACK.

Cheryl, a single mom dedicated to her kids, faced a financial setback after a hospital stay disrupted her employment. With support from her resource navigator, she connected to a job training and placement program that helped her get back on track. While she waited for training to begin, she learned about a food pantry and connected to Wilkinsburg's Free Store, which offered gently used clothing and household essentials, helping to ensure her family's needs were met while she prepared for her next employment opportunity.

- CHERYL

Who's answering?

In the mid 2000s, Erica Evans, a mom and a home health worker, lost her job and then her housing. Then she learned about 211. She called and spoke with a kind, caring person who helped change her life. Through 211, she found housing and then career training. In 2017, Erica was hired full time by United Way to answer 211 calls and she now serves as PA 211 Southwest's training manager.

"My story's not unique," Ms. Evans said, explaining that anyone can lose a job or experience a family crisis and find themselves in need of the help 211 offers. "These circumstances can happen to anyone."

ERICA EVANS
PA 211 Southwest training manager



All 211 Southwest calls, texts and web chats are answered by a compassionate, caring live person. A new AI Chatbot is also available to help people using website self-search find resources quickly and accurately.

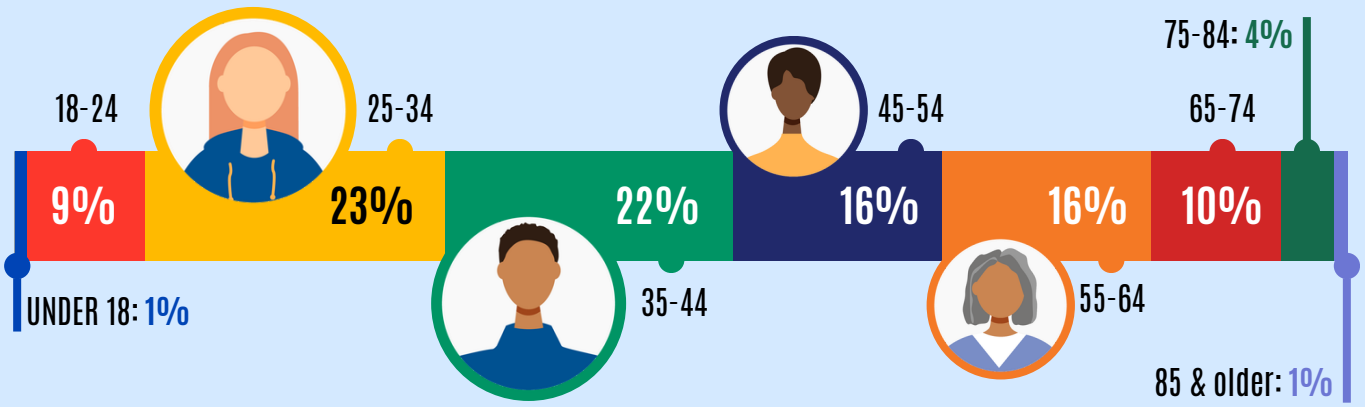
WHO'S CALLING, PLEASE?

GENDER BREAKDOWN

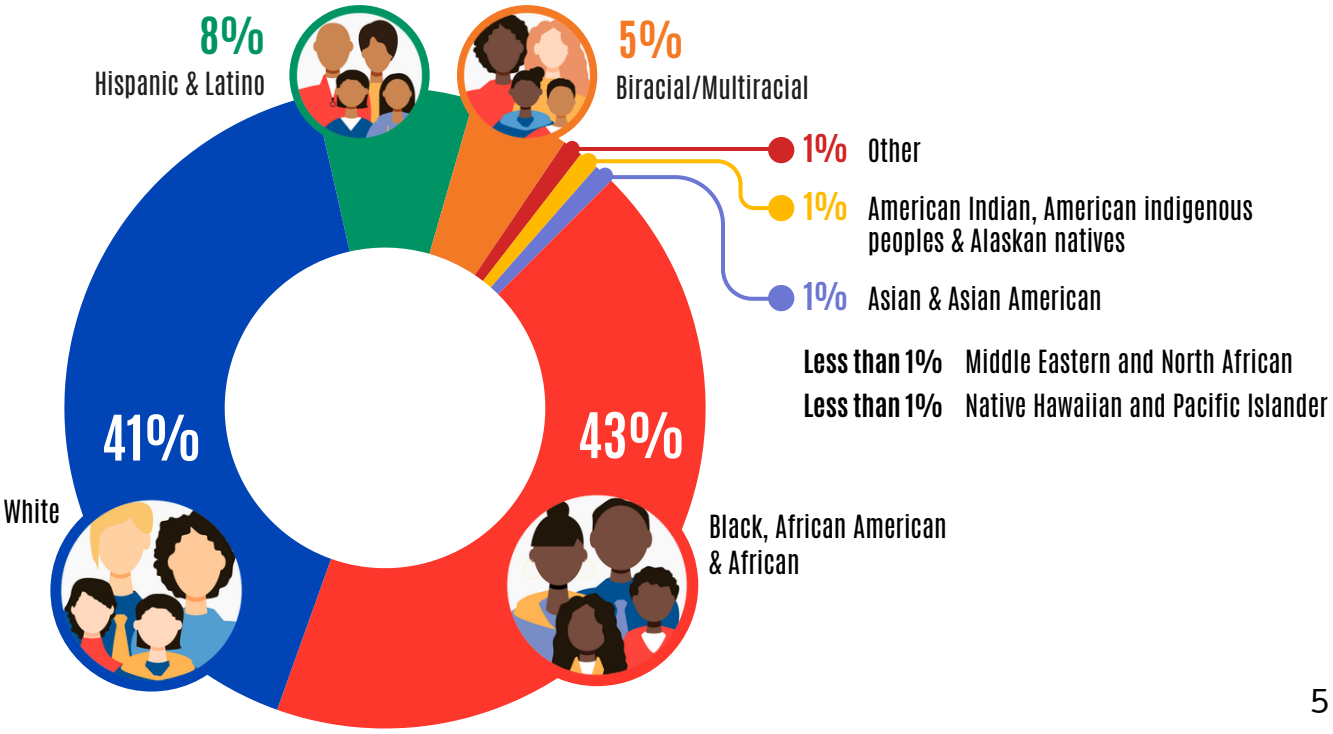


*Less than 1% of clients provided other responses.

AGE RANGE

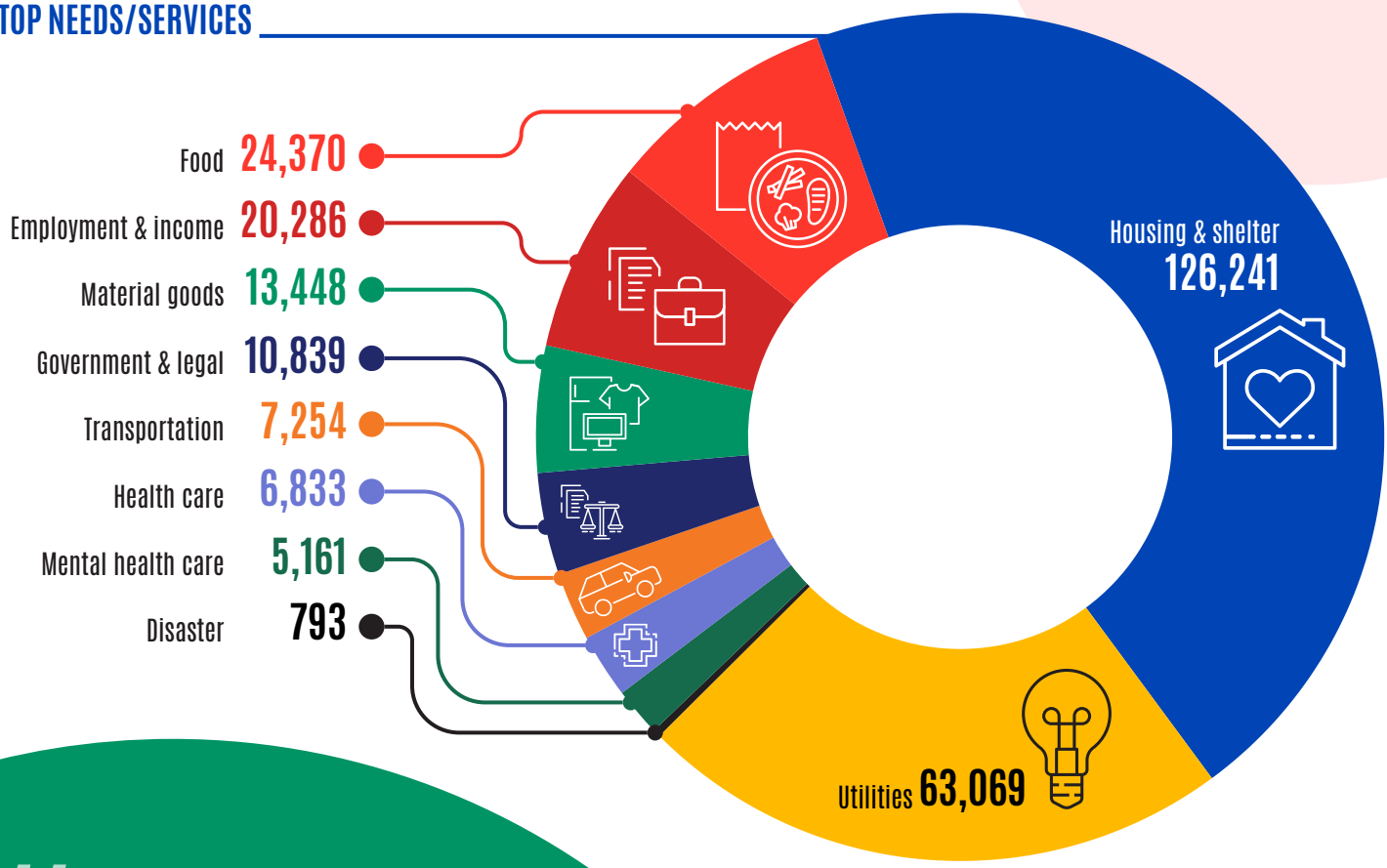


RACIAL BREAKDOWN



WHAT PEOPLE NEED

TOP NEEDS/SERVICES



> "We pieced it together and the resource navigator kept checking in on my progress."

Charlotte, seeking support with rent payments, worked with her 211 resource navigator to explore options. Thanks to her navigator's thoughtful follow-up, she secured the full $464 needed: $200 from Feeding the Spirit, $100 from Trinity Methodist Church and the remaining $164 from Catholic Charities of the Diocese of Greensburg. With her rent current, Charlotte expressed deep appreciation for the personalized support and is confident reaching out again if needed, knowing she has a caring team by her side.

CHARLOTTE
WESTMORELAND COUNTY

THE 2025 SNAP CRISIS

PA 211 Southwest's response to increased food needs across Pennsylvania.

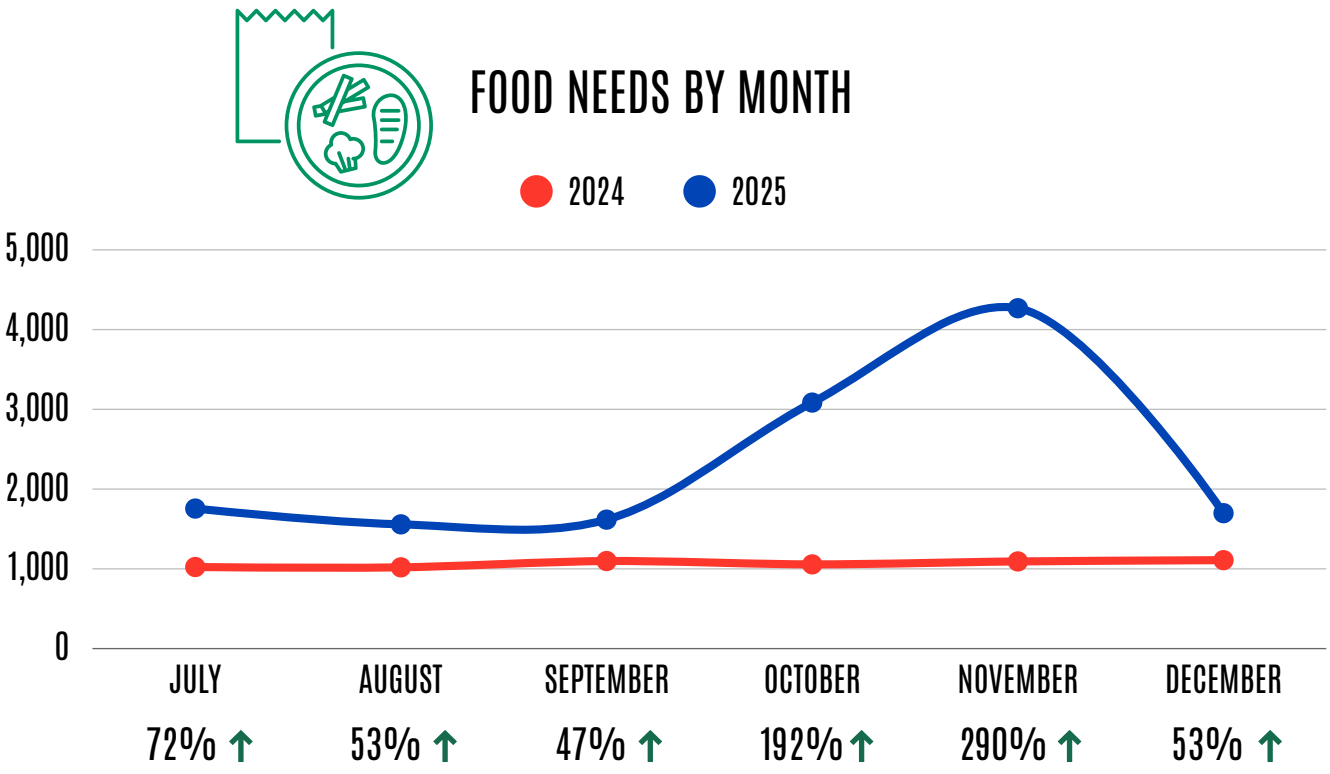
IIn 2025, the enactment of HR1 reduced funding for SNAP benefits and other food assistance programs. Then, as part of the government shutdown in November, SNAP payments were put on hold, affecting close to 2 million residents in Pennsylvania alone. The short-term pause was resolved but benefits reductions from HR1 remain a signficant issue. Food-related calls to 211 skyrocketed during a year where they had already remained higher than 2024. PA 211 Southwest worked with the Allegheny County Department of Human Services to create a pop-up food event calendar, allowing community members to report impromptu food distributions that would otherwise not appear in the resource database. Additionally, 211 added more than 600 individual food bank records to the database to ensure callers would be able to meet their food-related needs.

6,902

People requested food assistance.

26,733

Food referrals provided Oct. 1 to Nov. 30, 2025.



UNITED WAY of Southwestern Pennsylvania

211 PA Southwest

HELP US GROW OUR IMPACT TODAY!

When you make a donation to support United Way of Southwestern Pennsylvania, you help fund our PA 211 Southwest helpline, which helps determined families, individuals and older adults find the resources needed to overcome tough times and create opportunity to thrive.

FOR MORE INFORMATION about United Way's 211, SCAN THE QR CODE OR VISIT southwest.pa211.org.

THREE OFFICES SERVING THE REGION
UnitedWaySWPA.org