

Contacts from Veterans and Their Families Members

January	February	March	April	May	June	July	August	Total
Callers								
383	573	373	250	201	206	203	228	2417

Percent of Total Calls								Average
5.22%	4.71%	4.61%	3.90%	4.03%	3.80%	3.91%	3.79%	4.25%

County Breakdown – August

PA 2-1-1 Southwest	Count
ALLEGHENY	124
ARMSTRONG	5
BEAVER	8
BUTLER	31
FAYETTE	5
GREENE	3
INDIANA	4
LAWRENCE	5
MERCER	4
WASHINGTON	7
WESTMORELAND	27
<i>Other</i>	5
Total	228

Top 12 Needs – August

Need	Count
Veterans/Families of Veterans Issues	44
Financial Assistance	42
Gas Service Payment Assistance	31
Rent Payment Assistance	30
Electric Service Payment Assistance	28
Food Pantries	22
Water Service Payment Assistance	21
Specialized Information and Referral	15
Assistance with Multiple Utilities	8
Furniture	8
Home Maintenance and Minor Repair Services	8
Home Rental Listings	8
<i>Other Needs</i>	186
Total	451

Top 10 Referrals – August

Referrals	Count
Veterans Leadership Program of Western PA - Financial Assistance	60
PAServes	34
St. Vincent de Paul Tangible Aid	32
Soldier On	27
Allegheny Link	25
Center for Community Resources - Utility Assistance	16
Catholic Charities of the Diocese of Pittsburgh - Team HOPE Safety Net & Stability Services	14
Greater Pittsburgh Community Food Bank - Food Pantry List	10
Nazareth Housing Homeowner Assistance Program	8
PA Housing Search Website	8
<i>Other Referrals</i>	392
Total	626

Average Age of Callers for August	54
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