

Contacts from Veterans and Their Families Members

Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Total
Callers									
383	573	373	250	201	206	203	228	278	2695

Percent of Total Calls									Average
5.22%	4.71%	4.61%	3.90%	4.03%	3.80%	3.91%	3.79%	5.21%	4.35%

County Breakdown – Sept.

PA 2-1-1 Southwest	Count
ALLEGHENY	138
ARMSTRONG	3
BEAVER	15
BUTLER	32
FAYETTE	12
GREENE	2
INDIANA	8
LAWRENCE	7
MERCER	4
WASHINGTON	20
WESTMORELAND	30
Other	7
Total	278

Top 10 Needs – September

Need	Count
Veterans/Families of Veterans Issues	58
Gas Service Payment Assistance	54
Electric Service Payment Assistance	45
Rent Payment Assistance	34
Food Pantries	30
Financial Assistance	29
Assistance with Multiple Utilities	28
Specialized Information and Referral	17
Water Service Payment Assistance	17
Veteran Benefits Assistance	12
Other Needs	236
Total	560

Top 10 Referrals – September

Referrals	Count
Veterans Leadership Program of Western PA - Financial Assistance	53
Soldier On	51
St. Vincent de Paul Tangible Aid	44
PAServes	32
Allegheny County Department of Veterans Services	25
Allegheny Link	25
Catholic Charities of the Diocese of Pittsburgh - Team HOPE Safety Net & Stability Services	17
Greater Pittsburgh Community Food Bank - Food Pantry List	15
Center for Community Resources - Utility Assistance	14
The Salvation Army Western Pennsylvania Division - Pittsburgh Homewood - Brushton Worship and Service Center	13
Other Referrals	532
Total	821

Average Age of Callers for September	52
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Zip Code Distribution – September

