

## Contacts from Veterans, Active Military Members and Their Families 2018-2019 1st Quarter Veterans Report

641 Veterans/Active Military member and their family members contacted PA 2-1-1 Southwest in the first quarter of 2018-19 with 775 total contacts (134 duplicate contacts).

### Contacts by Month

Month	Count
July	266
August	260
September	249
<b>Total</b>	<b>775</b>

### Contacts by County

County	Count	%
ALLEGHENY	399	51%
ARMSTRONG	13	2%
BEAVER	43	6%
BUTLER	58	7%
CAMBRIA	19	2%
FAYETTE	28	4%
GREENE	9	1%
INDIANA	16	2%
LAWRENCE	23	3%
MERCER	33	4%
SOMERSET	7	1%
WASHINGTON	39	5%
WESTMORELAND	73	10%
Unknown	15	2%
<b>Total</b>	<b>775</b>	<b>100%</b>

### Top 10 Reasons for Calling

Reasons	Count
Utilities	330
Housing	191
Material Goods	42
Support Services	38
Transportation	35
Food	23
Health Care	15
Criminal Justice/Legal	12
Income Support and Employment	12
Taxes	6
Mental Health and Substance Abuse	6
Consumer Services	6
<b>Grand Total</b>	<b>716</b>

### Top Need Categories

Categories	Count
Basic Needs	730
Consumer Services	16
Criminal Justice and Legal	39
Education	10
Environment & Public Health/Safety	1
General Services	101
Health Care	32
Income Support and Employment	158
Individual and Family Life	66
Mental Health and Substance Abuse	13
Target Populations	237
<b>Grand Total</b>	<b>1403</b>

### Top 10 Needs

Top 10 Need	Count
Electric Service Payment Assistance	163
Veterans	134
Gas Service Payment Assistance	104
Temporary Financial Assistance	81
Rent Payment Assistance	75
Food Pantries	60
Temporary Financial Assistance	52
Water Service Payment Assistance	41
Specialized Information and Referral	35
Community Shelters	23
Home Maintenance & Repair	23
<b>Grand Total</b>	<b>791</b>

### Top 10 Referrals

Referrals	Count
Independent Veterans Organizations*	446
Government Agencies	288
Salvation Army	189
Religiously Affiliated Organizations	125
Community Human Services Corporation	60
Catholic Charities	91
Society of St. Vincent de Paul	65
Community Action	60
Food Banks	50
Center for Community Resources	28
Urban League	17
<i>Other</i>	<i>486</i>
<b>Total</b>	<b>1905</b>

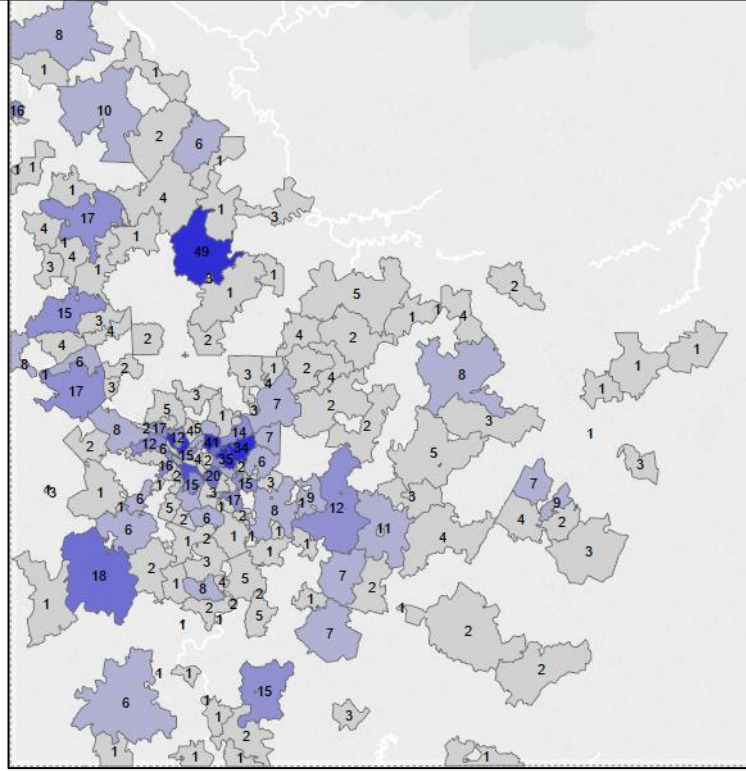
### \*List of Independent Veterans Organizations

Organization	Count
Veterans Leadership Program of Western PA	272
Soldier On	70
PAServes	47
Heroes Supporting Heroes	21
Veterans Place of Washington Boulevard	6
It's About the Warrior Foundation	5
First Step Recovery Homes, Inc.	5
Operation Better Block, Inc.	4
Veterans of Foreign Wars Foundation	3
Disabled American Veterans	3
Operation Homefront	3
Shepherd's Heart Fellowship	3
National Veterans Legal Services Program	2
Cambria County Veteran Services	1
Operation StrongVet	1
<b>Total</b>	<b>446</b>

### Other Data

Average Age of Caller	55
Number of Searches for Vet of Website	30

1<sup>st</sup> Quarter 2018-19 Veteran/Active Military Family Contacts by Zip Code



1<sup>st</sup> Quarter 2018-19 Veteran/Active Military Family Contacts by County

