

Contacts from Veterans, Active Military Members and Their Families 2018-2019 3rd Quarter Veterans Report

1862 Veterans/Active Military member and their family members contacted PA 2-1-1 Southwest in the first quarter of 2018-19 with 2617 total contacts (755 duplicate contacts).

Contacts by Month

Month	Count
January	879
February	1001
March	737
Total	2617

Contacts by County

County	Count	%
ALLEGHENY	1260	48.18%
ARMSTRONG	20	0.76%
BEAVER	56	2.14%
BUTLER	363	13.86%
CAMBRIA	14	0.53%
FAYETTE	28	1.07%
GREENE	23	0.88%
INDIANA	13	0.50%
LAWRENCE	28	1.07%
MERCER	523	19.95%
SOMERSET	5	0.19%
WASHINGTON	119	4.55%
WESTMORELAND	165	6.31%
Total	2617	100.00%

Top 10 Reasons for Calling

Reasons	Count
Taxes	2007
Utilities	148
Housing	148
Material Goods	43
Transportation	39
Individual and Family Support Services	35
Income Support and Employment	27
Food	24
Health Care	19
Consumer Services	14

Top Need Categories

Categories	Count
Basic Needs	531
Consumer Services	1417
Criminal Justice & Legal	38
Education	3
Environment & Public Safety	2
General Services	38
Health Care	149
Income Support & Employment	69
Individual & Family Life	19
Mental Health/Substance Use	78
Target Populations	223

Top 10 Needs

Top 10 Need	Count
VITA Programs	661
AARP Tax Aide Programs	486
Tax Preparation Assistance	192
Veterans	116
Electric Service Payment Assistance	81
Temporary Financial Assistance	76
Rent Payment Assistance	63
Gas Service Payment Assistance	48
Food Pantries	37
Temporary Financial Assistance	29

Top Referrals

Referrals	Count
Government Agencies	738
Independent Veterans Organizations*	300
Just Harvest	205
Community Action	169
Health Care Services	133
Religiously Affiliated Organizations	128
Libraries	123
Salvation Army	78
VITA Southwestern PA	56
Center for Community Resources	52
Community Human Services Corporation	51
North Hills Community Outreach	50
Food Banks	38
Catholic Charities	30
<i>Other</i>	570
Total	2721

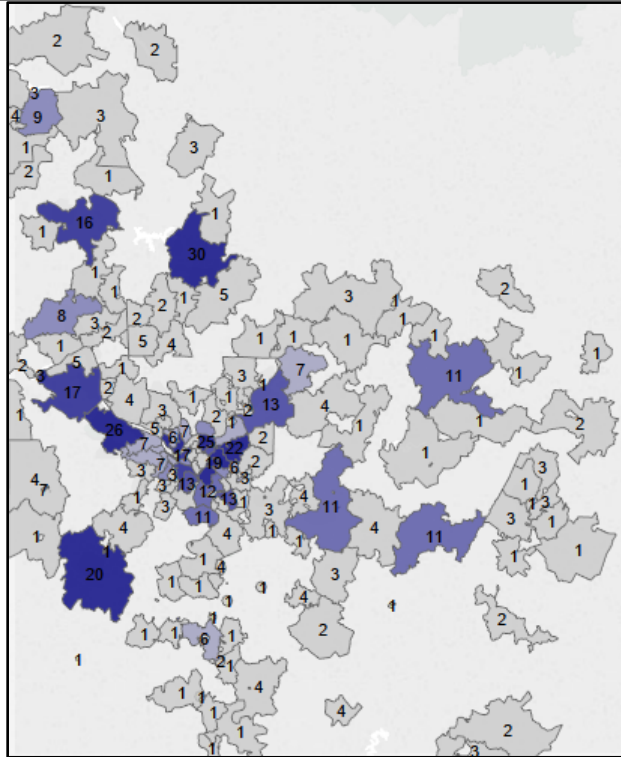
*List of Independent Veterans Organizations

Organization	Count
Veterans Leadership Program of Western PA	173
Soldier On	38
Veterans of Foreign Wars Foundation	19
Heroes Supporting Heroes	13
Institute for Veterans and Military Families	11
Army Emergency Relief	11
Navy-Marine Corps Relief Society	9
American Legion	9
Disabled American Veterans	5
Veterans Place of Washington Boulevard	3
<i>Other</i>	9
Total	300

Other Data

Average Age of Caller	66
Number of Searches for Vet of Website	30

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



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

