

## Contacts from Veterans, Active Military Members and Their Families 2018-2019 4th Quarter Veterans Report

897 Veterans/Active Military member and their family members contacted PA 2-1-1 Southwest in the first quarter of 2018-19 with 1,089 total contacts (192 duplicate contacts).

### Contacts by Month

Month	Count
Apr	476
May	346
Jun	267
<b>Total</b>	<b>1,089</b>

### Contacts by County

County	Count
ALLEGHENY	610
ARMSTRONG	24
BEAVER	49
BUTLER	52
CAMBRIA	38
FAYETTE	39
GREENE	9
INDIANA	18
LAWRENCE	12
MERCER	46
SOMERSET	9
WASHINGTON	51
WESTMORELAND	107
Blank	12
Other	13
<b>Grand Total</b>	<b>1089</b>

### Top 10 Reasons for Calling

Reasons	Count
Utilities	417
Taxes	203
Housing	155
Transportation	54
Individual and Family Support Services	48
Material Goods	41
Food	27
Health Care	20
Criminal Justice/Legal	19
Consumer Services	14

### Top Need Categories

Categories	Count
Basic Needs	781
Target Populations	214
Income Support & Employment	193
Consumer Services	152
Organizational/Community/International Services	101
Individual & Family Life	91
Criminal Justice & Legal Services	61
Health Care	41
Mental Health & Substance Use Disorder Services	23
Environment & Public Health/Safety	4

### Top 10 Needs

Needs	Count
Electric Service Payment Assistance	206
Gas Service Payment Assistance	155
Veterans	120
Temporary Financial Assistance	112
VITA Programs	72
Rent Payment Assistance	72
Food Pantries	52
Temporary Financial Assistance	46
Water Service Payment Assistance	37
Tax Preparation Assistance	25

## Top Referrals

Referral Name	Count
Veterans Leadership Program of Western PA - Financial Assistance	195
St. Vincent de Paul Tangible Aid	97
Community Human Services Corporation - One Time Assistance for Utility Arrears	71
Allegheny County DHS - Allegheny Link	69
Veterans Leadership Program of Western PA - Supportive Services for Veteran Families (SSVF)	68
Soldier On	62
Community Human Services Corporation - Home Matters Coalition	56
Allegheny County Department of Veterans Services	39
Catholic Charities of the Diocese of Greensburg Westmoreland Electric Bill Payment Assistance	38
Salvation Army - Steel Valley Worship and Service Center	35
Veterans of Foreign Wars - Unmet Needs	33
\$1 Energy Fund ( Dollar Energy Fund )	32
Just Harvest Tax Assistance - South Side	23
PAServes	21
Greater Pittsburgh Community Food Bank - Food Pantry List	20
United Way Worldwide - myfreetaxes.com	19
Cornerstone	18
Center for Community Resources - Utility Assistance	17
Heroes Supporting Heroes	17
Veterans Leadership Program of Western PA - Financial Assistance - Johnstown	15
Catholic Charities of the Diocese of Greensburg Fayette Electric Bill Payment Assistance	15
Catholic Charities of the Diocese of Pittsburgh Washington County	15
Salvation Army - Johnstown Worship and Service Center	15
Blueprints - Homeless Assistance Program	15
Salvation Army - Pittsburgh Homewood/Brushton Worship and Service Center	15
PA Housing Search Website	14
Hosanna Industries	13
Prince of Peace Center - Emergency Services	12
Allegheny County DHS - SeniorLine	12
Salvation Army - Pittsburgh North Boroughs Worship and Service Center	12

## Other Data

Average Age of Caller	57
Number of Searches for Vet on Website	30

Rough Draft -- Still required: Web hits, Map of contacts