

PA 2-1-1 Southwest

1st Quarter Report

2016-2017

	Q1	Q2	Q3	Q4	YTD
2013-2014	15,146	12,294	25,207	16,094	68,741
2014-2015	16,515	14,316	30,461	19,800	81,090
2015-2016	17,632	13,917	27,601	16,825	75,975
2016-2017	16,538				16,538

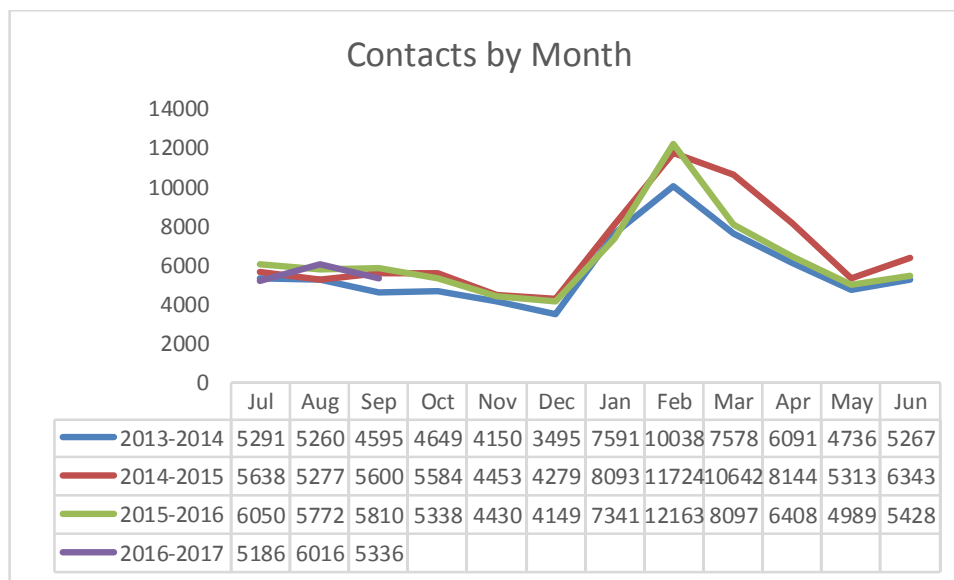
Calls received in Q1 2016-2017 show a

-6.20% decrease over Q1 2015-2016

0.14% increase over Q1 2014-2015

9.19% increase over Q1 2013-2014

4,572 (38%) callers state it was their first time calling PA 2-1-1 Southwest during the first quarter of 2016-2017.

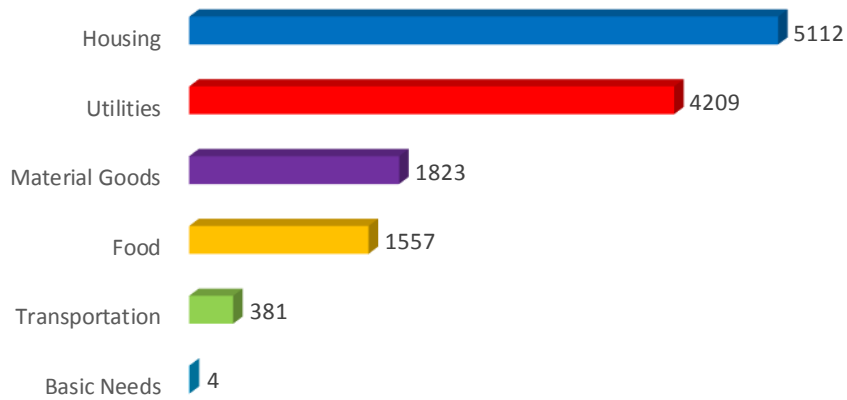


Month	Contacts
July	5,186
August	6,016
September	5,336
Grand Total	16,538

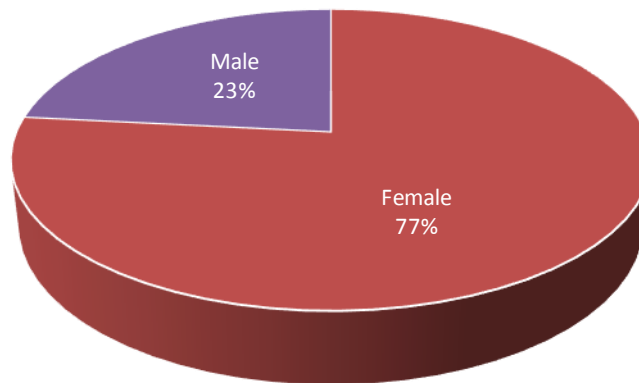
Age Range	Total
13-17	165
18-25	496
26-54	4300
55-74	2150
75+	331
(blank)	9096
Grand Total	16,538

Are you or anyone living in the household a veteran or a member of the US Armed Forces?	Total
July	203
August	228
September	278
Grand Total	709

Basic Needs



Gender Breakdown



County	2015-2016				2016- 2017				+/- over Q1 2016-2017
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
ALLEGHENY	10,277	7,971	14,901	9,234	8,754				-14.82%
ARMSTRONG	151	67	208	148	165				9.27%
BEAVER	809	560	555	515	601				-25.71%
BUTLER	2,083	2,022	4,165	2,693	2,018				-3.12%
FAYETTE	326	256	318	259	344				5.52%
GREENE	256	63	271	96	266				3.91%
INDIANA	226	178	120	213	203				-10.18%
LAWRENCE	175	175	223	237	298				70.29%
MERCER	302	308	2,302	401	376				24.50%
WASHINGTON	702	597	907	625	717				2.14%
WESTMORELAND	1,238	940	1,963	1,082	1,235				-0.24%
(blank)	847	540	1,353	1,031	1,221				44.16%
Other	240	240	315	291	340				41.67%