



Contacts from Veterans and Their Families Members

| January | February | March | April | May | June | July | August | Total |
|---------|----------|-------|-------|-----|------|------|--------|-------|
| Callers | | | | | | | | |
| 383 | 573 | 373 | 250 | 201 | 206 | 203 | 228 | 2417 |

| Percent of | Total Calls | | | | | | | Average |
|------------|-------------|-------|-------|-------|-------|-------|-------|---------|
| 5.22% | 4.71% | 4.61% | 3.90% | 4.03% | 3.80% | 3.91% | 3.79% | 4.25% |

County Breakdown – August

| diffy bicakaowi | i Augu |
|--------------------|--------|
| PA 2-1-1 Southwest | Count |
| ALLEGHENY | 124 |
| ARMSTRONG | 5 |
| BEAVER | 8 |
| BUTLER | 31 |
| FAYETTE | 5 |
| GREENE | 3 |
| INDIANA | 4 |
| LAWRENCE | 5 |
| MERCER | 4 |
| WASHINGTON | 7 |
| WESTMORELAND | 27 |
| Other | 5 |
| Total | 228 |

Top 12 Needs – August

| <u> </u> | |
|--------------------------------------|-------|
| Need | Count |
| Veterans/Families of Veterans Issues | 44 |
| Financial Assistance | 42 |
| Gas Service Payment Assistance | 31 |
| Rent Payment Assistance | 30 |
| Electric Service Payment Assistance | 28 |
| Food Pantries | 22 |
| Water Service Payment Assistance | 21 |
| Specialized Information and Referral | 15 |
| Assistance with Multiple Utilities | 8 |
| Furniture | 8 |
| Home Maintenance and Minor Repair | 8 |
| Services | |
| Home Rental Listings | 8 |
| Other Needs | 186 |
| Total | 451 |

Top 10 Referrals – August

| Referrals | Count |
|---|-------|
| Veterans Leadership Program of Western PA - Financial Assistance | 60 |
| PAServes | 34 |
| St. Vincent de Paul Tangible Aid | 32 |
| Soldier On | 27 |
| Allegheny Link | 25 |
| Center for Community Resources - Utility Assistance | 16 |
| Catholic Charities of the Diocese of Pittsburgh - Team HOPE Safety Net & Stability Services | 14 |
| Greater Pittsburgh Community Food Bank - Food Pantry List | 10 |
| Nazareth Housing Homeowner Assistance Program | 8 |
| PA Housing Search Website | 8 |
| Other Referrals | 392 |
| Total | 626 |

Average Age of Callers for August

















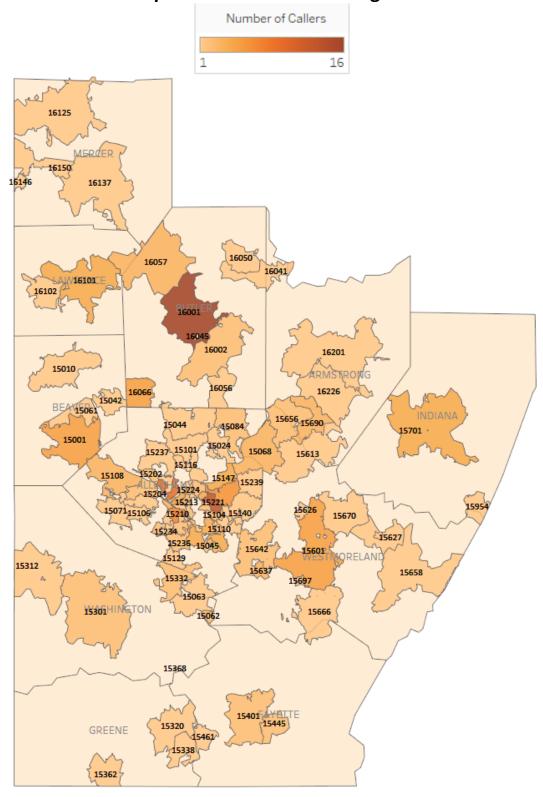








Zip Code Distribution – August



Page | 2



















