

Veteran Survey 2014

By: Elizabeth Donald

Billings Metro VISTA Project



Special Acknowledgments

The Billings Metro VISTA Project (BMVP) Veterans Project would like to thank the volunteers that helped administer this survey throughout Billings. The project would not have been possible without them. BMVP Veterans project would also like to thank those who donated items for veterans care packages. We would also like to thank the service providers and the Billings Public Library for allowing surveys to be administered at their locations.

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Introduction:

There was a 46% increase in homeless veterans in Billings from 2012 to 2013 ([Housing Status Survey](#).) The Billings Metro VISTA Project (B-MVP) was created in 2009 by *The City of Billings - Mayor's Committee on Homelessness* to combat poverty and homelessness in Billings. In July 2013, the Veteran Services Project was created to address the issue of veterans experiencing poverty and homelessness in Billings. A survey was created through this project to address veteran issues and determine what could be done to decrease the number of veterans experiencing poverty and homelessness.

Methods:

SERVICE PROVIDER: Survey Construction

A survey was designed, created, and administered to local veteran service providers. The goal was to determine what types of questions and issues needed to be addressed by the upcoming veteran survey.¹ The following questions were asked:

- What services do you provide?
- Do you provide any services specific to veterans?
- What are your client demographics?
- What barriers do veterans face in accessing services?
- Do you have suggestions about what information would be helpful?

The paper survey was distributed at the quarterly veteran service providers meeting in October 2013. Unfortunately, the paper survey itself did not provide the needed results. Therefore, in person interviews were set up and conducted with local veteran service providers. It was discovered that when questions were asked verbally, the response was much better. This process illuminated the following:

- A comprehensive list of resources available to veterans would be helpful, (Veterans Resource List can be found at <http://mt-billings2.civicplus.com/DocumentCenter/View/24981>)
- Veteran housing assistance and housing options are needed, and
- Transportation to appointments was an issue for some veterans.

VETERANS SURVEY: Survey Construction

Service provider's feedback influenced the questions asked on the veteran's survey. The *Housing Status Survey* and the *Youth Count!* survey were both reviewed to determine what questions might be included on the Veterans Survey. We also consulted the VISTA members involved in conducting each of those surveys for tips regarding the creation of the veterans' survey.

¹ Service provider survey is Attachment 1

The survey questions were designed to ask questions that would allow the results to be most useful. The goal was to determine what homeless veterans' most urgent needs were and how we might serve them better. The main areas covered by the survey included:

- Demographics
- Services currently being accessed,
- Information regarding denied services and why
- Employment status,
- Housing, health care, and other basic needs

The draft survey document and planned delivery methods were reviewed by some service providers and veterans. Their feedback was consulted to construct the final survey document.²

Publicity

Posters³ were created and distributed to service providers and the public library. The posters identified dates, times, and locations for completing the survey. It also provided a link to the online survey.

A media release was created with information regarding the survey and how to volunteer for the event. The information appeared in the *Billings Gazette* on January 16, 2014.⁴

Donations

It was determined that care packages would be distributed to veterans completing the survey. Donations were therefore requested from area businesses and groups. The following items were donated and put into 75 care packages for homeless veterans:

- 72 toothbrushes from Brewer Dental,
- 72 small toothpastes and 72 floss packages from Turley Dental Care,
- Toiletries and snacks from the Billings Pay It Forward Group,
- 110 Wendys sandwich coupons from Wendy's of Montana, and
- Snacks donated by individuals.

The items were placed in the bags and volunteers distributed care packages to veterans who completed the survey during street outreach on January 31 and February 2, 2014.

Volunteers

Volunteers were recruited through:

- Area churches,
- VISTA members,
- Facebook groups,

² The Veterans Survey is Attachment 2

³ The poster is Attachment 3

⁴ The *Billings Gazette* article is Attachments 4

- Meetup.com groups,
- Craigslist, and
- E-mails sent to current service providers.

We were successful in recruiting volunteers through Facebook, Meetup.com, and VISTA members. Almost all volunteers were VISTA members. A training session for volunteers was held at the Billings Public Library on January 30, 2014, the night before survey outreach. The training went over information regarding the survey, safety tips, and how to approach someone about the survey. A total of fourteen volunteers helped with survey outreach January 31 and February 1, 2014.

Survey Administration

The survey was administered at the following locations:

- Billings Community Connect
- Billings Public Library
- The Hub
- Montana Rescue Mission
- Street outreach throughout Billings
- Veterans of Foreign Wars (VFW)
- Military and Family Life Counseling (MFLC)
- Human Resources Development Counsel (HRDC) Volunteer Income Tax Assistance (VITA) "Tax Preparation for Veterans" event

The first administration of the survey was at **Billings Community Connect** on January 24, 2014, at the Shrine Auditorium. A booth was strategically reserved near the entrance of the event. People who entered walked past the booth and many people stopped to learn about the survey. 41 surveys were collected. The Billings Community Connect committee reported 38 veterans attended the event, as identified through their entrance ticket information. We were able to get a few more filled out by event volunteers.

The survey was next administered at the following locations and times:

- **Billings Public Library** on January 28, 2014 from 10:00 a.m. – 2:00 p.m. Unfortunately, very few surveys were collected. It is suspected the time of day was not ideal for reaching impoverished or homeless veterans.
- At **The Hub** on Wednesday, January 29, 2014, from 10:00 a.m. – 12:00 p.m. where we got a few responses.
- At the **Montana Rescue Mission** during lunch on January 30, 2014, where a few responses were received.
- Volunteers walked through assigned areas in Billings on Friday afternoon, January 31, and Saturday, February 1, 2014. The most responses were received in the downtown area and on the south side.

- Paper survey forms were also left at the **VFW** and **MFLC** offices so their clients could fill them out there. This delivery method did not result in any responses.
- Only one survey response was received from the **HRDC VITA “Tax Preparation for Veterans”** event held on March 1, 2014.

The survey was also available online through **SurveyMonkey** January 24 to March 1, 2014. Anyone with a computer and internet access could fill out the survey. We did not receive very many responses this way. However, we entered paper survey responses into Survey Monkey to allow us to compile the responses. **SurveyMonkey** statistical data, charts, graphs, and other analytical tools proved useful in compiling this report.

Definitions

The **US Department of Housing and Urban Development** defines **homelessness** as sheltered and unsheltered individuals who lack a fixed, regular, and adequate night time residence.

The **City of Billings Mayor’s Committee on Homelessness** began meeting in June 2006 following Mayor Tussing’s charge to develop a 10-Year Plan to address the needs of the chronically homeless in Billings. The 10 year plan was named “**Welcome Home Billings.**” The Mayor’s Committee includes representation from a broad stakeholder group including housing, service providers, civic and business leaders, economic and work force agencies, faith based and philanthropy groups, and other interested parties.⁵

Welcome Home Billings recognizes there are individuals who do not fit into that definition of homelessness, but still should be considered homeless. These are referred to as “precariously housed individuals.” “**Precariously housed individuals**” includes those who are staying with friends or family (short or long term), in a hotel or motel, in a hospital, in jail or prison, in a psychiatric facility, in a substance abuse treatment facility, and in foster care. For this report, the HUD-defined definition and the expanded **Welcome Home Billings** definition were combined to determine who is homeless.⁶ Copy

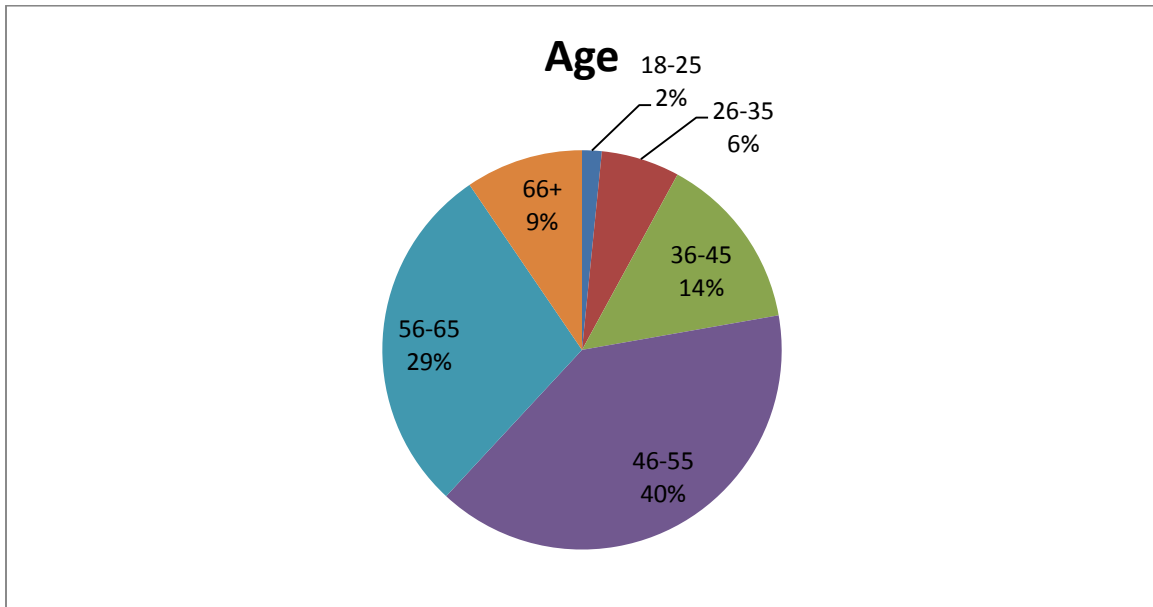
⁵ Definition taken from the City of Billings website at <https://mt-billings2.civicplus.com/index.aspx?NID=1514>

⁶ Definition taken from the Housing Status Survey 2013 at <http://mt-billings2.civicplus.com/DocumentCenter/View/23477>

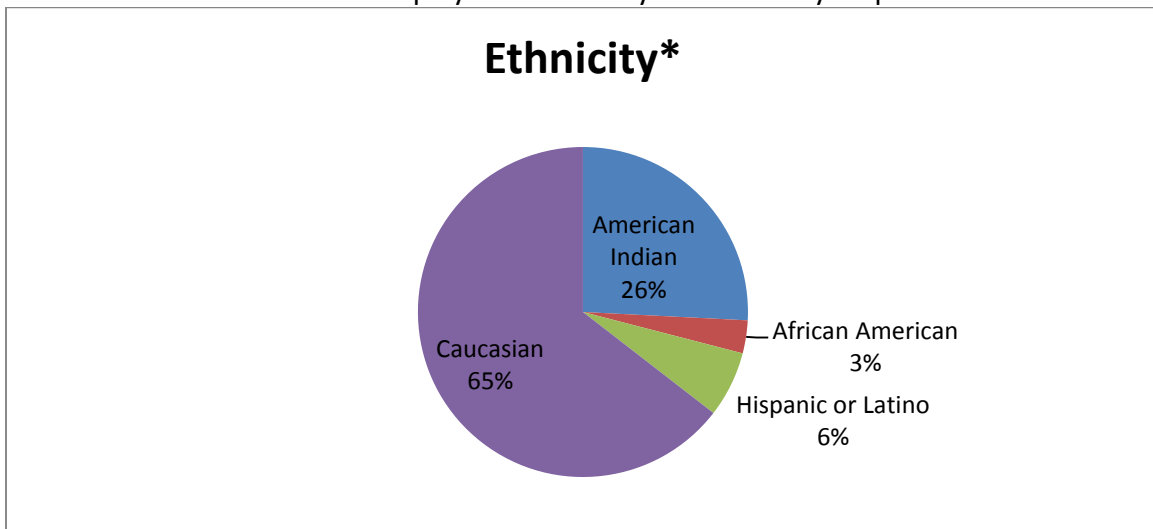
Results

Demographics:

A total of 66 completed surveys were received. 95% of the respondents were male; 5% were female. The following graph shows the age ranges of survey respondents.

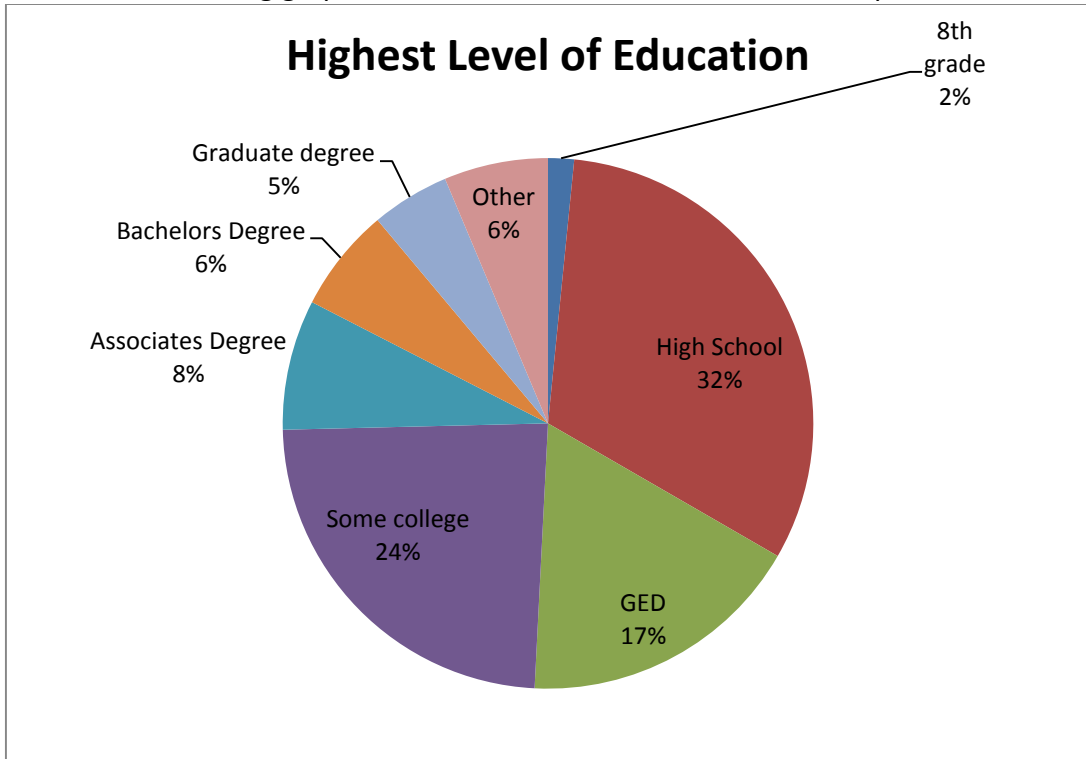


The follow chart displays the ethnicity of the survey respondents.

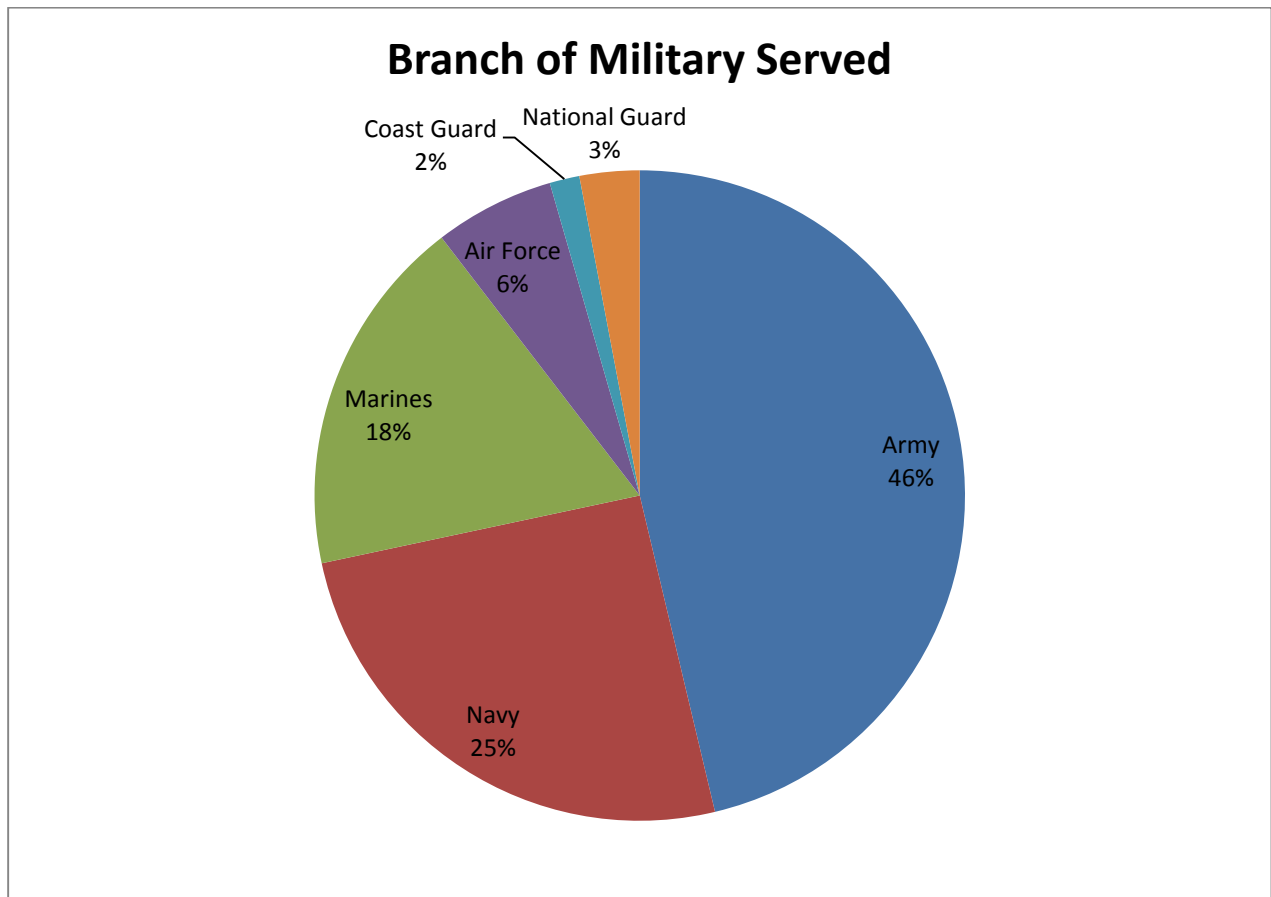


*zero respondents reported being Asian or Pacific Islander

The following graph illustrates the levels of education of respondents

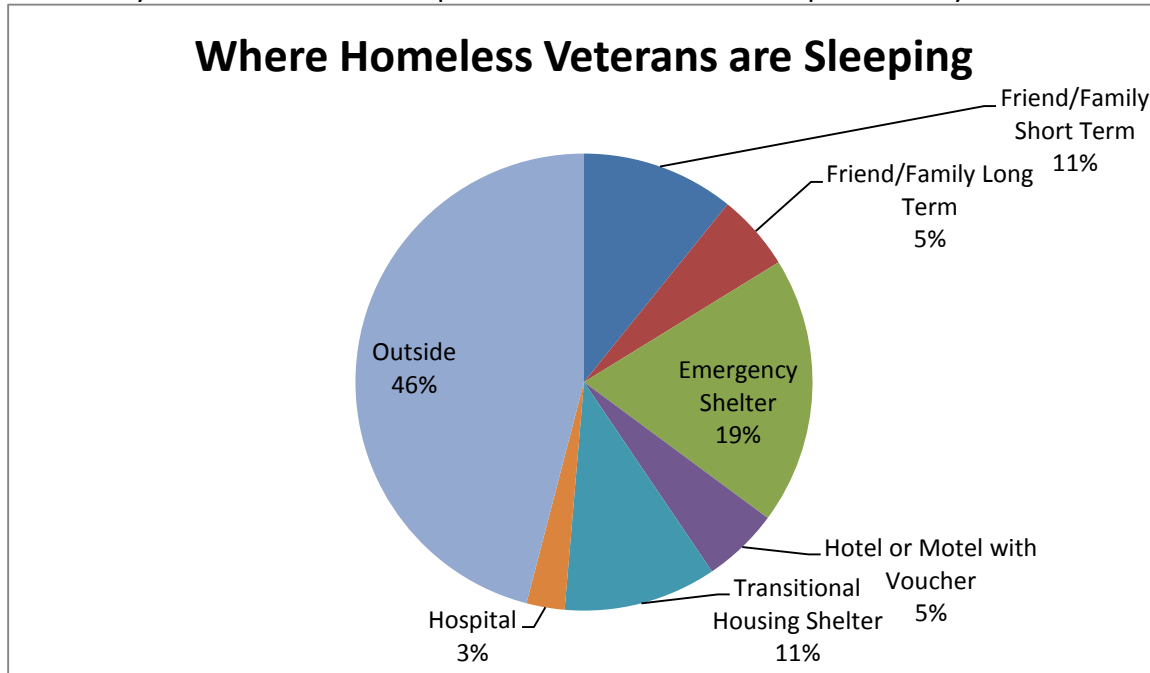


Survey results showed the following military service affiliations;

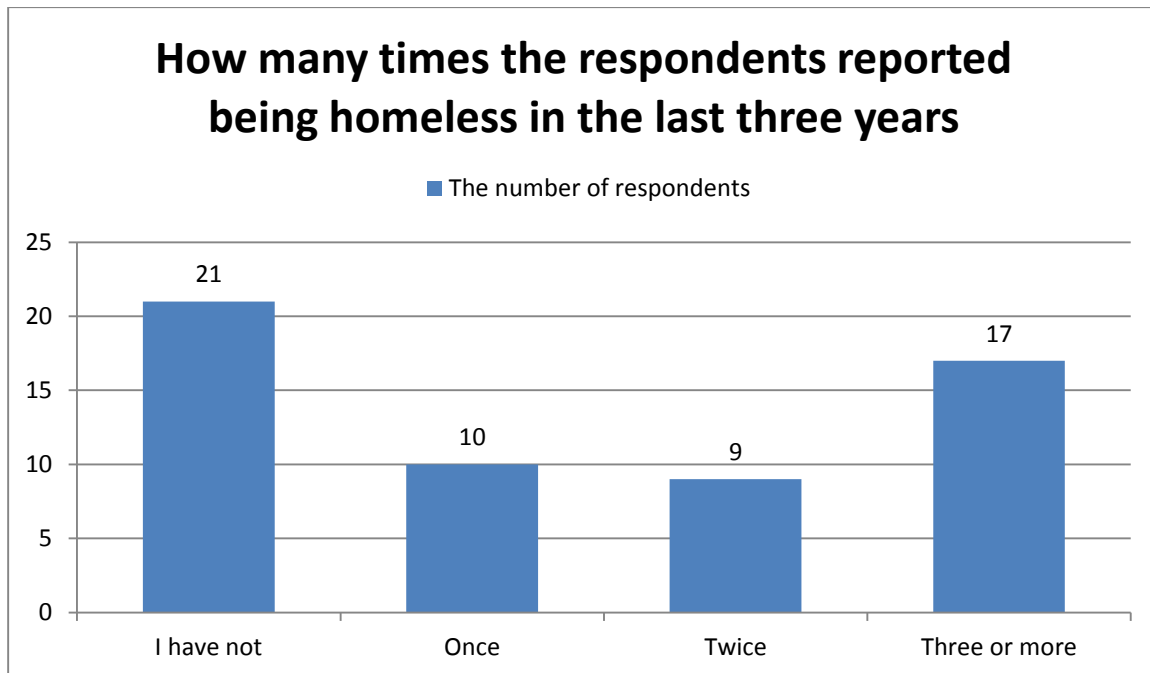


Needs:

This survey found that 49% of respondents were homeless or precariously housed.



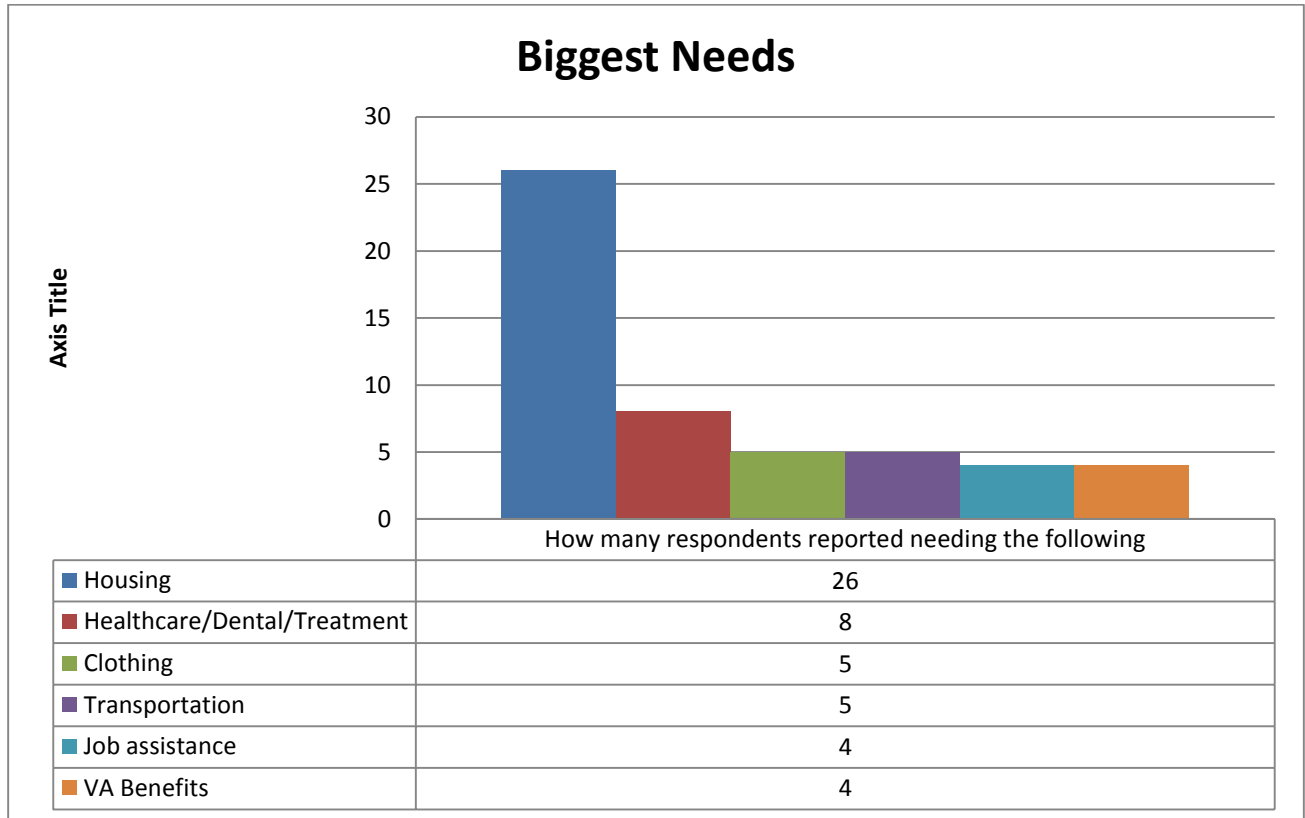
When asked how many times in the last three years had they been homeless, 30% responded they had been three or more times, 16% reported two times, and 16% reported one time.



Survey respondents reported the following current needs:

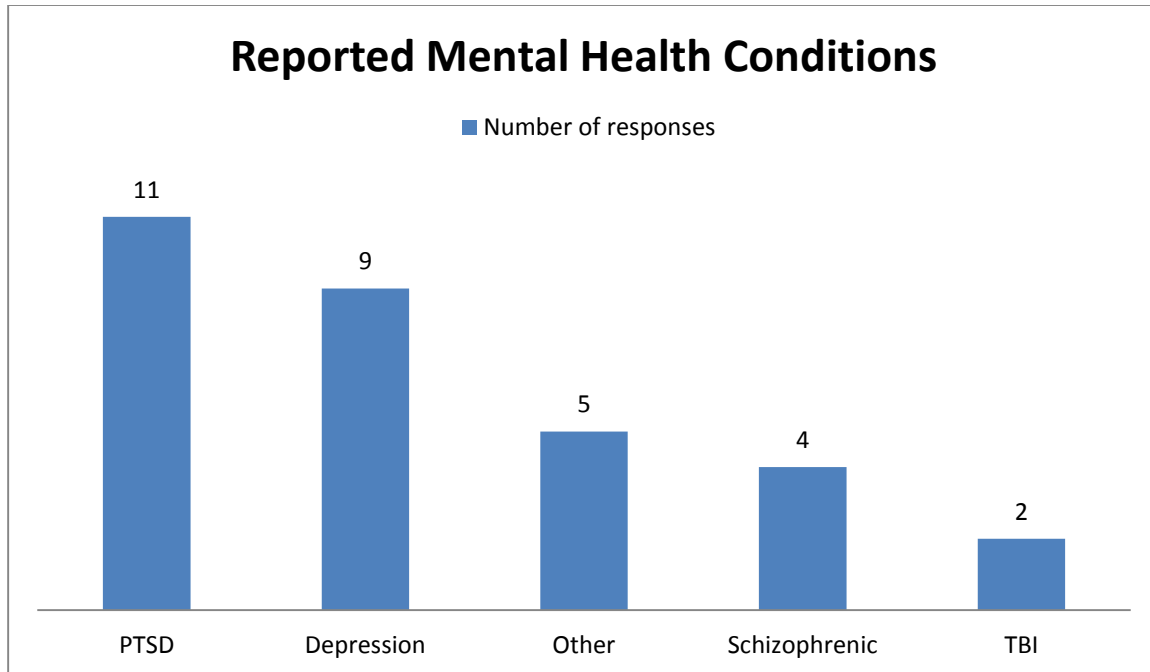
- Housing

- Healthcare/dental care/treatment services
- Transportation assistance
- Clothing
- Job assistance
- VA benefits



This project assessed veterans' needs and currently available services. Housing was the greatest identified need. The survey asked individuals if they had transportation to appointments when needed, 40% responded they were only "sometimes" or "rarely/never" had transportation. When asked whether they were currently employed, 80% responded they were not employed. In addition, 42% reported they faced obstacles in finding employment.

When asked if they were able to see a doctor when they needed to, 88% said yes. When asked if they were able to see a dentist when they needed to, only 55% reported yes. 45% reported having a mental health condition and 23% suffered from substance abuse.



When asked if they had gone hungry any days in the past month, 34% responded they have gone hungry at least one day in the past month. Of those who said they had gone hungry, 35% reported they had gone hungry for 8 or more days.

What went well?

Billings Community Connect (BCC) was an effective vehicle for collecting surveys. The survey booth was the first table people encountered when entering the BCC event. This location, combined with wonderful volunteers, snacks, and a large sign indicating the survey was for veterans, proved to be an effective method for collecting surveys.

Future Recommendations

In order to make the survey more successful for future administration, it is recommended that more volunteers be recruited. Presentations about the survey and BMVP Veterans project to various churches and service groups could be helpful in recruiting volunteers in the future.

The weather hampered survey outreach efforts. During survey administration, it was extremely cold, with several inches of new snow on the ground and few individuals were outside. It was difficult to get people to commit to volunteering because it was so cold outside. Thus, summer or fall would probably be a better time to administer the survey. In the future, if the survey is conducted at the Billings Public Library, it is suspected it would be more effective during the evening hours.

Future recommendations are as follows: service providers must be recruited ahead of time to efficiently administer surveys to their clients at their locations. For example, a few service providers stated they would administer surveys, but very few responses were collected. In the future, it would be beneficial to stress the importance of the survey results and how their organizations might benefit from the survey results.

The survey revealed that homeless and impoverished veterans in Billings currently face significant obstacles. The most urgent needs that must be addressed are a lack of affordable/available housing, transportation, and jobs. While there are currently programs and projects in Billings that are addressing these problems, service improvements for veterans' needs is essential. The Billings Metro VISTA Veterans Project's goal is to assist service providers already providing these services to create or enhance projects and programs to meet veterans' needs, and to ensure an increase in the capacity for veterans currently accessing needs.

What's next?

Housing, transportation, and employment were highlighted as a result of survey analysis. The VISTA member plans to partner with current service providers in order to address veterans' needs for housing, employment, and transportation.

Transportation

Currently free bus passes are only available to veterans who have a service-connected disability. The VISTA member plans to create a program that will expand transportation options for veterans. The development of this program and its subsequent implementation will provide bus passes for any veteran, regardless of disability.

Housing

A veteran's housing project will be supported by the VISTA project with the goal of increasing the capacity of housing services, ultimately decreasing the number of homeless veterans in Billings. The specific service provider that will be assisted by the VISTA project will be identified based on future meetings.

Employment

A project will be developed to help veterans find employment. In the future, a VISTA project will partner with a current service provider in order to increase the number of veterans served. A similar project will be created to help veterans find employment.

Agency Name:		Contact Person:			
Address:		Website:			
Phone Number:		E-mail:			
Services Provided					
<i>Please indicate which services are offered using the key below.</i>					
R = Referrals for this service					
S = Services provided on-site regardless of enrollment					
P = Service provided for enrolled participants only					
Please check all of the services you currently provide to the homeless in the Billings area:					
Prevention		Outreach		Supportive Services	
Public Assistance		Street Outreach		Case Management	
Community Services Referral		Mobile Clinic		Personal Money Management	
Housing Counseling		Showers		Life Skills / Decision Making	
Mortgage Assistance		Laundry		Conflict Resolution / Mediation	
Rental Assistance		Clothing		Alcohol & Drug Treatment	
Utilities Assistance		Food Assistance		Mental Health Counseling	
Housing		Food Boxes / Meals		Health Care Services	
Counseling / Advocacy		Sack Lunches		Health Care Referrals	
Support Groups		Telephone Use		Medication Assistance	
Tenant Rights Education		Computer Access		Dental Care	
Legal Assistance		Toiletry Supplies		Vision Care	
Family Planning		Family Planning Education		HIV / AIDS	
Other prevention services:		Temporary Shelter		Education	
		Day Center		Employment Assistance	
		Law Enforcement		Child Care	
		Other outreach services:		Parenting Classes	
				Transportation & Assistance	
				Pre-release & Re-entry	
				Domestic Violence Assistance	
				Other supportive services:	

What service gaps for veteran services in Billings do you see?

Clients

Approximately how many clients do you serve per year:

Please indicate an approximate percentage of clients that are apart of each listed group:

Male:	Female:	Homeless:
Age 18-30:	Age 31-50:	Age 50+:
Veterans:	Physically disabled:	Mentally Ill:

Challenges

Please Indicate the level of each challenge 1 through 5

"1" very little challenge  "5" very big challenge

Lack of volunteers:	1	2	3	4	5
Lack of funding:	1	2	3	4	5
Unsure where to refer clients to:	1	2	3	4	5
Long wait list for services:	1	2	3	4	5
Community Awareness of your services:	1	2	3	4	5
Other (please describe): _____	1	2	3	4	5
Other (please describe): _____	1	2	3	4	5

What is the best way to reach out to veterans to provide information?

What barriers do veterans face when accessing services?

Do you have any future veterans' projects or plans your organization would like to implement?

How might the VISTA member assist your organization in implementing these plans or in addressing other challenges?

Are there any other organizations or people the VISTA member should contact regarding veteran services in Billings?

We would like to meet with each service provider in the area to discuss veteran services. If interested, when would you be available?

Is it ok to put your organizations information on a resource list and website listing all veteran service providers in the area? If yes, please supply a short blurb about your organization to have with your information. (Examples would be; what programs you offer, who your clients are, hours, events etc.)

Any Additional Information

Attachment 2: Veterans Survey

The goal of this survey is to identify needed services for veterans in Billings. The survey will only be used to enhance and/or increase services and we will not use your responses in any way that could negatively affect you. All of your answers are anonymous. Your name or any identifying information will not be linked with any of your responses. You may skip answering any question; however, the more information you give us the more effective we can be in meeting veterans' needs. Thank you for taking the time to take our survey and help us improve veteran services.

By providing the following information you are giving us your permission to use your information to help serve veterans better in Billings.

This unique code will be used to make sure that each participant takes the survey only once but will not be able to identify who you are.

Initial of First Name: _____

Initial of Last Name: _____

The day you were born (Example February 12 please put 12 in the box): _____

Male or Female: _____



Please circle the answer that fits your response the best. Some questions require a written response. If you would like to provide any additional information to a question, or in general, feel free to write in the boxes or on the back of the survey.

1) Do you feel connected to other veterans in the area? Yes No Would you like to be more connected to other veterans in Billings? Yes No																	
2) Do you have one or more friends you can confide in regularly? Yes No																	
3) Where do you normally sleep at night? (please circle all that apply) Your own home or apartment Domestic violence shelter At a friend or family member's house long term Emergency shelter At a friend or family member's house short term Prison, jail, or a detention facility Transitional housing program for homeless Substance abuse treatment facility Apartment or house paid by a subsidy Hotel or motel paid by self Hotel or motel with a voucher Hospital Outside or other place not meant for sleeping (car, van, etc) Other: _____																	
4) How long have you been sleeping there? Less than one month 2-3 months 4-6 months 7 months to a year 1-2 years more than 2 years; please indicate how long _____																	
5) How many times in the last three years have you been without a home or permanent place to live? I have not been without a home One time Two times Three or more times																	
6) Why did you leave the last place you considered home? (circle all that apply) Evicted for reasons other than rent Unable to pay rent Conflict with family or friends Overcrowding Domestic violence Lost job or no job Unexpected change in income Went to prison or jail Went into the hospital Housing condemned I have not changed residence recently Fire Other, please specify _____																	
7) Have you received any of these benefits or services? (circle all that apply) <table style="width: 100%; border: none;"> <tr> <td style="width: 33%;">Disability compensation through VA</td> <td style="width: 33%;">Home loans from VA</td> <td style="width: 33%;">GI Bill</td> </tr> <tr> <td>HUD-VA Supportive Housing Program</td> <td>Other benefits from VA</td> <td>Section 8</td> </tr> <tr> <td>TANF cash assistance</td> <td>Unemployment</td> <td>Social Security</td> </tr> <tr> <td>Medicare/Medicaid</td> <td>Health insurance</td> <td>SNAP/Food Stamps</td> </tr> <tr> <td>Other: _____</td> <td></td> <td>None</td> </tr> </table>			Disability compensation through VA	Home loans from VA	GI Bill	HUD-VA Supportive Housing Program	Other benefits from VA	Section 8	TANF cash assistance	Unemployment	Social Security	Medicare/Medicaid	Health insurance	SNAP/Food Stamps	Other: _____		None
Disability compensation through VA	Home loans from VA	GI Bill															
HUD-VA Supportive Housing Program	Other benefits from VA	Section 8															
TANF cash assistance	Unemployment	Social Security															
Medicare/Medicaid	Health insurance	SNAP/Food Stamps															
Other: _____		None															

8) Have you used any of these service providers to receive assistance in the past year? (circle all that apply)

- | | |
|--|------------------------------------|
| Independence Hall | The Hub |
| Montana Rescue Mission | Lincoln Center |
| Billings Vet Center | Family Service, Inc |
| Yellowstone County Self Help Law Center | Disabled American Veterans (DAV) |
| Supportive Services for Veteran Families (SSVF) | The Salvation Army |
| Interfaith Hospitality Network/Family Promise | HUD-VASH |
| RiverStone Health/Healthcare for the Homeless | Job Service Center |
| Montana Legal Services | Veterans Upward Bound |
| Housing Authority of Billings | Billings Community Connect |
| Military Family Life Counseling | Harmony House |
| HRDC | Billings Food Bank |
| The Center for Children and Families | Labor Ready |
| Friendship House | St. Vincent de Paul |
| Advance Employment Services | Mental Health Center |
| YWCA | Gateway House |
| Alternative Education | Vocational Rehabilitation Services |
| Job Connection, Inc | Garfield Community Resource Center |
| Community Crisis Center | Veteran Affairs (VA) |
| Projects for Assistance in Transition from Homelessness (PATH) | |
| Other _____ | |

9) Have you ever been denied any services you needed?

Yes No

If yes, what services and why were you denied?

10) What are your needs that are not currently being met? (Examples: housing, clothing, childcare etc.)

11) Do you have any mental health conditions?					
Yes, diagnosed		Yes, undiagnosed		No	
Please list: _____					
Is this condition a result from your service?			Yes		No
12) Do you suffer from any substance abuse? (alcohol, drugs, etc. please list)					
Yes _____			No		
13) Do you have any long term physical injuries resulting from your service?					
Yes, please list: _____					No
14) Have you ever been hospitalized while homeless?					
Yes, how many times? _____			No		I've never been homeless
15) Are you able to see a doctor when you need to?					
Yes			No		
16) When is the last time you saw a doctor?					
Less than a year		1-2 years	3-5 years	5+ years	
17) Are you able to see a dentist when you need to?					
Yes			No		
18) When is the last time you saw a dentist?					
Less than a year		1-2 years	3-5 years	5+ years	
19) How many days in the last month did you go hungry?					
0	1-3		4-7	8+	
20) How many meals do you normally have each day?					
0	1		2	3 or more	
21) Are you able to find transportation to appointments when you need it?					
Yes		Sometimes		Rarely/Never	
22) What is your age:					
18-25	26-35	36-45	46-55	56-65	66+
23) What is your marital Status:					
Single		Married		Divorced	
Widow/Widower		Long term relationship			
24) What race do you identify with most?					
White			Native American or American Indian		
Hispanic or Latino			Black or African American		
Asian / Pacific Islander			Prefer not to disclose		
Other _____					
25) Highest level of education completed:					
8 th grade		High School Diploma	GED	Some College	
Associates degree		Bachelors degree	Graduate/Professional degree		

<p>26) What branch of military did you serve? Army Navy Marines Air Force Coast Guard National Guard Please check if reserves <input type="checkbox"/></p>
<p>27) How many years did you serve in the military? 0-2 3-4 5-6 7-10 11-15 16-20 20+</p>
<p>28) Discharge from service: Honorable discharge General discharge Other discharge</p>
<p>29) How many years have you lived in Billings? 0-1 2-5 6-10 11-15 16-20 21+</p>
<p>30) How many hours of sleep do you normally get at night? 0-3 4-5 6-7 8+</p>
<p>31) Do you have regular access to a shower? Always Sometimes Rarely Never</p>
<p>32) Do you have access to personal hygiene products and services? (toothbrush, toothpaste, haircuts, soap etc.) Yes No, please list what you need: _____</p>
<p>33) Are you currently employed? Yes, full time Yes, part time No</p>
<p>34) If you are looking for employment, are you facing any obstacles looking for employment? Yes No If yes, please describe:</p>
<p>35) Do you have any children under the age of 18? Yes, how many? _____ No If yes, are you a primary caregiver? (there can be more than one primary caregiver) Yes No</p>
<p>36) Do you have trouble finding adequate childcare for your children? Yes No</p>
<p>37) Thank you so much for your participation in this survey. Do you have any additional information that you would like to share?</p>

VETERAN SURVEY!



The Billings Metro VISTA Project is conducting a veterans' survey, which asks veterans about their needs and the services they have accessed. Survey results will be used to determine how to better serve veterans experiencing poverty and/or homelessness in Billings.

Surveys may be taken online at:

<https://www.surveymonkey.com/s/vetsurveybillings>

Contact Elizabeth Donald at 406-657-8289 or vista2@ci.billings.mt.us for more information or to request a paper copy of the survey



Attachment 4:
Gazette Article



Billings





Gazette opinion: Observe MLK holiday with community service

January 16, 2014 12:00 am

The Martin Luther King Jr. holiday on Monday will be a regular work day for most Montanans. Banks and government offices will close, and Billings Public School students will have a day off. For the rest of us, the holiday will be a regular Monday, like Presidents Day will be next month.

However, the federal holiday honoring the slain civil rights leader has become more than a day off. For many Americans, it is a “day on” for volunteers, a national day of service.

Recognizing that many potential volunteers will be working Monday, Billings organizations have arranged National Day of Service activities on Saturday. From, 8 a.m. till noon Saturday, community volunteers are invited to help spruce up Friendship House of Christian Service, 3123 Eighth Ave. S. There will be jobs that adults and children can do at this after-school child care and community center, said Matt Lundgren, executive director. Volunteers are needed to dust, wash chairs, paint and varnish, build shelves and do some outdoor work, weather permitting.

Next week brings some once-a-year opportunities for Billings volunteers to assist homeless persons.

On Jan. 23 and 24, volunteers are needed to help with Billings Community Connect, an annual outreach to people who are homeless or at risk of being homeless. Dozens of local agencies will be on hand at the Shrine Auditorium, 1124 Broadwater Ave., all day on Jan. 24 to help individuals and families connect with services that they can use to lift themselves out of homelessness. Billings Community Connect also offers hot meals, clothing and other necessities.

The annual survey of homelessness is scheduled for Jan. 22 and 23. As of Wednesday, 26 more volunteers were needed to conduct the survey at various agencies and on the streets of Billings. Volunteers choose the shifts they want to work and are required to have training, which is scheduled for today at noon and 7 p.m.

Even those of us who have only 10 minutes to spare can help. The Billings Metro VISTA Project, working with local helping agencies and the Billings Community Development office, is

conducting a survey of homelessness in Billings. It takes less than 10 minutes to complete the online survey, and results will help inform local decisions for addressing homelessness in our city.

The Metro VISTA Project also is conducting a survey designed to identify gaps in services to U.S. veterans. Volunteers are needed to survey veterans starting next week and at various times through Feb. 1.

Martin Luther King Jr. Day has become a national day of service. It is a time to recognize and honor the volunteers in our communities. Be part of this uplifting movement. Volunteer this week. If you are in Billings, check the box below for volunteer opportunity details.

How to help

- For more information on the Day of Service Saturday at Friendship House, call Mike Yakawich at 254-2445.

- For more information on other volunteer opportunities, go to the United Way of Yellowstone County's volunteer website: youcanvolunteer.com. This week, the site listed 118 opportunities offered by 76 agencies.

- To volunteer by phone for Billings Community Connect, call 245-6177. Volunteers are needed to help set up from 1 to 4 p.m. on Jan. 23 and must be 18 years old.

- Volunteers for the 2014 Housing Status Survey of homeless folks are required to attend two-hour training sessions starting either at noon today or at 7 p.m. tonight at United Way, 2173 Overland Ave.

- To volunteer for the Billings Metro VISTA survey of veterans, call Elizabeth Donald at 657-8289 or email vista2@ci.billings.mt.us.

- To complete the Billings Metro VISTA survey on homelessness in our community, go to the link with this Gazette opinion at billingsgazette.com.