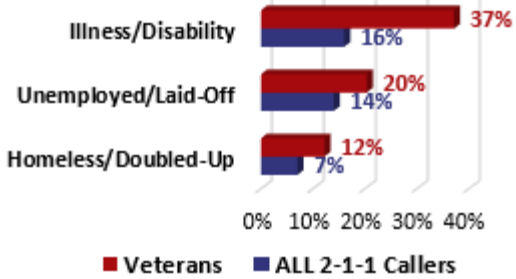
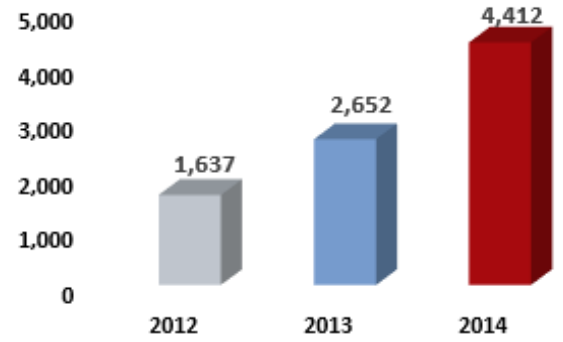


2-1-1 Connects Veterans to Help

Tim*, a 57-year old disabled veteran called 2-1-1 for help with his electric bill. He received Social Security Disability, but it wasn't enough to pay for both his rent and heat. Because his electricity was about to be disconnected, the 2-1-1 Specialist scheduled a crisis energy assistance program appointment for him. During the assessment, the 2-1-1 Specialist discovered that he also needed food. She referred him to the SNAP program (*formerly food stamps*) after doing a pre-screening that indicated he would likely qualify. Since he needed food in his home right now, she also connected him to several food pantries close to his home. Tim had served his country and had been honorably discharged; however, the "American Dream" which he had served to protect seemed to be out of his grasp.

* not his real name

Veterans' Calls By Year



Tim's situation is not unique. Thousands of veterans called 2-1-1 for help in 2014.

Calls have increased a staggering 169% since 2012.

2-1-1 Specialists spend more time with veterans (*an average of 12 minutes*) than they do with the average 2-1-1 caller (6 minutes) because *veterans often are facing multiple obstacles*.

In 2014, veterans reported nearly **7,500 needs** and received more than **10,000 referrals** to community resources.

The table below shows 2-1-1 veteran caller demographics.

Ethnicity	Gender
• Caucasian—61%	• Male—70%
• African American—33%	• Female—30%
• Hispanic—1%	
• Other—4%	

The "typical" veteran 2-1-1 caller is a white male in his 50s whose main source of income is Social Security Disability (SSD).



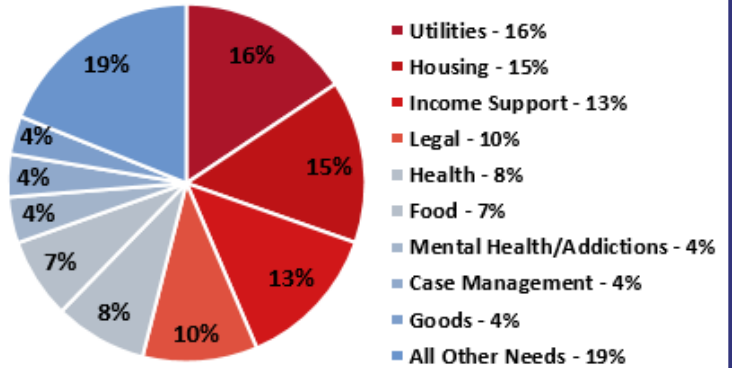
Age	Income*
• Under 30—8%	• Disability/SSI—34%
• 30s—10%	• Pension/SS—29%
• 40s—16%	• Food Stamps—29%
• 50s—33%	• Employed (FT or PT)—17%
• 60s—21%	• None—11%
• 70+—12%	• Other—9%

*Income total exceeds 100% because more than one source may be reported.

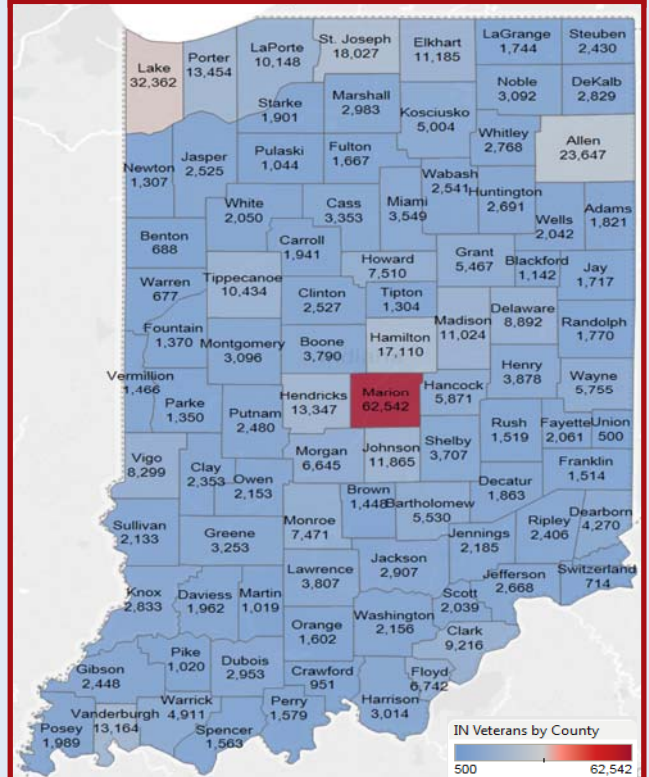
According to data from the Department of Veterans' Affairs, **more than 476,000 Hoosiers are veterans**. Many need help, but often are overwhelmed by the complex maze of human services and don't know where to start.

2-1-1 is the most comprehensive information and referral system in the state, making it the most efficient way for Hoosier Veterans to find help 24/7/365.

2014 Veterans' Needs



Veterans Living In Indiana Counties



2-1-1 is available to Hoosiers primarily through philanthropic dollars.

However, this service is unsustainable without financial support from the state.

Please support HB1001 to provide government funding for this vital service.