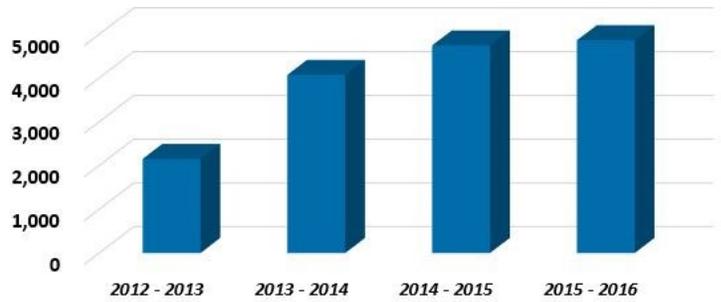


Each **Hoosier Veteran** has their own set of needs and there are hundreds of programs in Indiana ready to help. But, finding the right program and how to access services can be difficult or confusing. Even veterans working with caseworkers, might not find **all** the agencies available to help. This is where **2-1-1** best supports those who have served our nation.

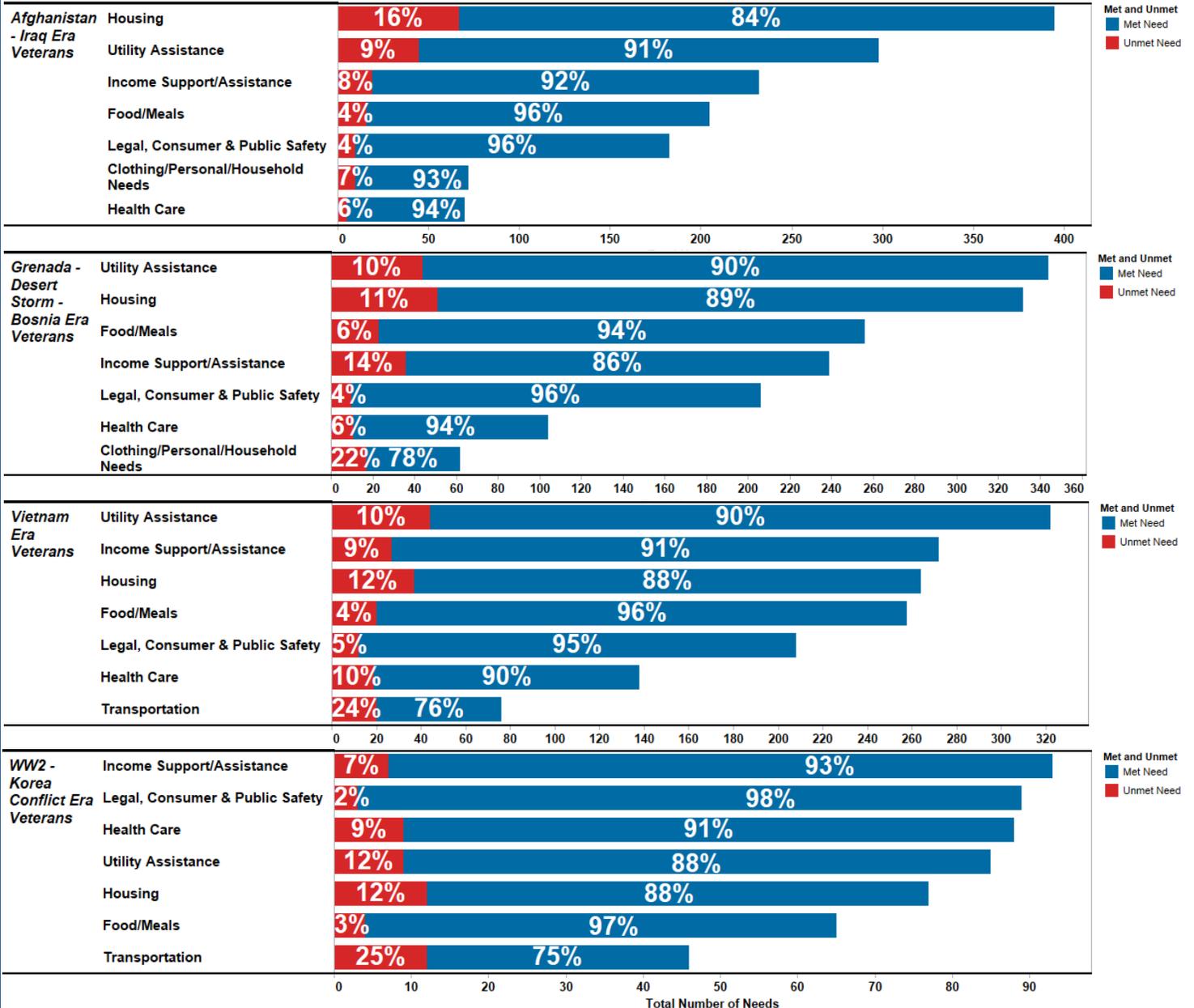
In the last year, **4,862** Hoosier Veterans dialed **2-1-1** seeking help with **7,786** individual needs. Unfortunately, not all their needs could be met with existing resources and **792** needs

(10%), were documented as unmet. Below is a breakdown of veteran callers' top needs, both met and unmet, each listed by our veterans' eras of service. Note the differences between the needs of veterans recently returning from service versus those who served earlier.

IN211 Veterans' Calls By Time Frame



IN211 Veterans' Met & Unmet Needs



The **IN211 Database** is the most comprehensive compilation of resources available in the State to help Hoosiers find social service, government or faith-based services. This database requires over five thousand changes every week to keep the information current; adding new programs, updating existing information, and deleting agencies that have closed – all so that 2-1-1 can offer the most accurate, up-to-date information available. This accuracy helps to ensure that each caller knows what is required to access those programs. In addition, this accuracy helps agencies by only referring clients eligible for their services, saving their limited resources to meet with someone they can't serve. **IN211 Specialists** are trained to thoroughly assess each caller's needs and eligibility and to make sure that every individual gets the right referral.

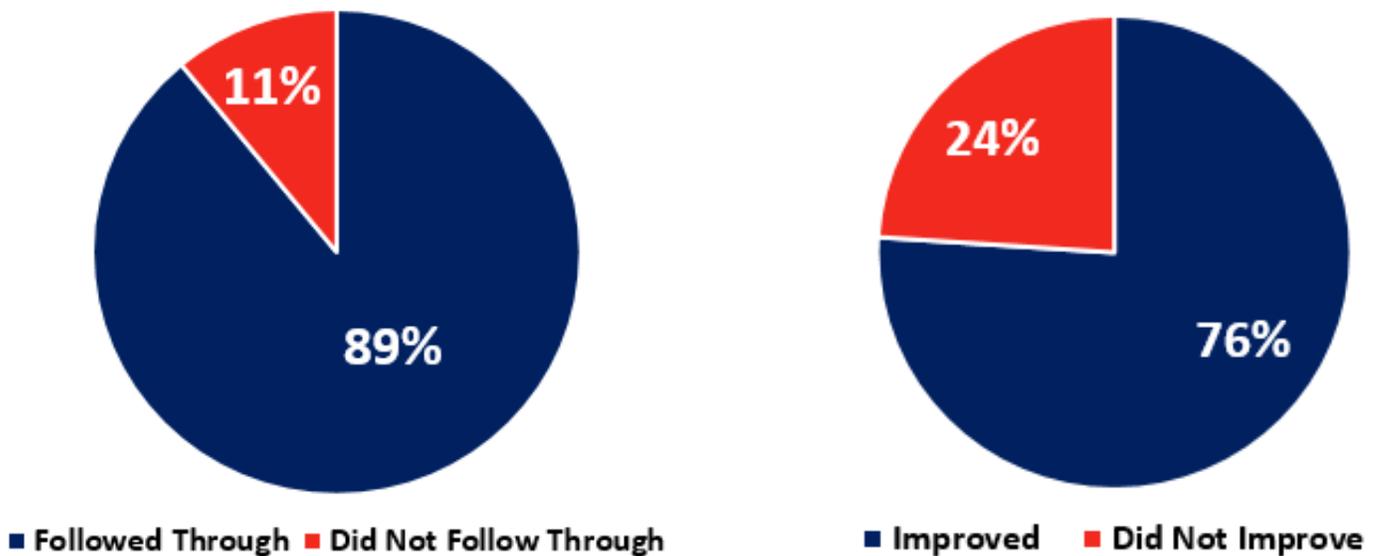
The **IN211 Database** contains **6,122** agencies, including **225** that specialize in helping **Hoosier Veterans**. To meet the needs of Hoosier Veteran callers, Specialists made **11,565** referrals for help. To the right are the ten most common veterans' referrals.

Top Ten Most Commonly Referred to Agencies for Veteran Calls

BRIGHTPOINT	325
ROLLING THUNDER INDIANA, CHAPTER 1	343
ROLLING THUNDER INDIANA, CHAPTER 2	279
INDY EAP	253
INDIANA HOUSING NOW	228
AMERICAN LEGION POSTS	212
HOOSIER VETERANS ASSISTANCE FOUNDATION (HVAF)	169
CICOA AGING AND IN-HOME SOLUTIONS	131
INASMUCH MINISTRY AND FAMILY OF CHURCHES	126
MILITARY FAMILY ASSISTANCE CENTER	85

2-1-1 follows up with callers to see if they received help they needed. Outcome Survey data shows that **89%** of veterans contacted the referrals provided to them by 2-1-1. This is the highest follow through rate of all **IN211** service priority groups. Of those veterans who followed through with their referrals, **76%** reported an improvement in their situation.

Outcome Results



Need More Information?

2-1-1 is available 24/7/365 by live answer or online at www.IN211.org.