

# 2-1-1 SERVES VETERANS IN PENNSYLVANIA



**2-1-1 connects veterans and their families to financial, health, employment and other services**

## FACT

**There are over 800,000 veterans<sup>1</sup> in Pennsylvania and 2-1-1 is committed to connecting these veterans and their families with services they need to transition into a civilian lifestyle and maintain self-sufficiency.**

Services like 2-1-1 can facilitate re-integration by encouraging help-seeking behaviors, providing a safe and supportive environment for veterans to call and access appropriate aid when they are in need.

## FACT

**Last year, 8,028 2-1-1 referrals were made to veteran contacts, providing them with critical services like utility assistance, tax preparation, legal aid, food assistance, housing and health resources.<sup>2</sup>**

The statewide 2-1-1 database houses all of these resources. The Southwest 2-1-1 call center has a veteran on staff who is familiar with the various services available to that population and are able to answer the diverse needs.<sup>2</sup>

## FACT

**Between 5.6% and 7% of Pennsylvania veterans are living in poverty. In addition, 5.7% of PA veterans are unemployed.<sup>1</sup>**

It is important to provide opportunities for our veterans to receive the services and help they need when they return home from duty. Income tax preparation, utility assistance, employment & training, as well as traditional veteran healthcare information is all available through 2-1-1.

## PLEASE VOTE TO INCLUDE FUNDING FOR PENNSYLVANIA'S 2-1-1 SYSTEM IN THIS YEAR'S STATE BUDGET TO HELP OUR VETERANS.

<sup>1</sup> U.S. Census Bureau, American Community Services, 2014  
<sup>2</sup> 2-1-1 Data

# WHAT IS 2-1-1?

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Every hour of every day, people need essential human services. Through 2-1-1 people connect to a wide range of services from disaster relief to utility assistance, senior citizen programs, emergency food, job counseling, youth programs and much more. The information provided comes from the 2-1-1 statewide resource database. The common software also records information about consumer contacts and needs. PA 2-1-1 is the single-most comprehensive source of assistance and volunteer information covering all sectors of service both private and public.

## 2-1-1 IN PENNSYLVANIA

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2-1-1 is a health and human services referral line that has been established nationwide for the past 20 years. Last year, 161,174 Pennsylvanians contacted PA 2-1-1 for help on a range of issues. These are veterans, victims of drug and alcohol addiction, seniors, and job seekers, among many others. Currently, this essential service receives the majority of its funding from the Pennsylvania United Way network, approx. \$3 million each year.

**2-1-1 strives to be a public-private partnership for information and referral via all communication channels.**

We urge the state to partner with United Way to grow the 2-1-1 service. We are asking for a \$1.5 million annual investment, for a minimum of 3 years, to continue building the 2-1-1 network and increase the consistency of service across the state. With this investment, PA 2-1-1 can enhance its current capacity to help more residents on their path to self-sufficiency and provide data to drive human service planning and policy improvements. We can also extend coverage to communities who currently don't have access to 2-1-1 in Northwest PA.

United Way and PA 2-1-1 hope to increase efficiency and effectiveness by leveraging private support and partnering to eliminate silos for state information and referral functions currently housed in multiple state agencies. In other states, 2-1-1 contracts with state government to provide information and referral or initial intake for public assistance programs such as food stamps and homeless services. Other state 2-1-1s are also activated during disaster response to help with public information, rumor control, volunteer and donation coordination as well as non-emergency contacts.

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