

# 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 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.<sup>1</sup>

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, 6,568 2-1-1 referrals were made to veteran contacts providing them with critical services like utility assistance, tax preparation, 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, 4.9% of PA veterans are unemployed.

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 and 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, 2017  
<sup>2</sup> 2-1-1 Data

# WHAT IS 2-1-1?

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

2-1-1 is a health and human services referral line that has been established nationwide for the past 20 years. Last year, more than 190,000 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, PA 2-1-1 receives a majority of its funding from the Pennsylvania United Way network, but also receives investments from state government and private entities.

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

For the past two fiscal years, Pennsylvania committed \$750,000 to 2-1-1. We urge the state to continue to partner with United Way to grow the 2-1-1 service. We are asking for a \$1.5 million annual investment to build the 2-1-1 network and increase the consistency of services across the state. With this continued 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.

United Way and PA 2-1-1 hope to increase efficiency and effectiveness by partnering to eliminate silos for state information and referral functions, currently housed in multiple state agencies. PA 2-1-1 has partnered with state government on a couple initiatives, but plan to continue to build our partnership to provide information and referral services, as well as to provide data to all community based organizations, health care providers and others who have an interest in addressing social determinants of health. PA 2-1-1 has also been activated during disaster response to help with public information, rumor control, volunteer and donation coordination as well as non-emergency contacts. We can continue to build capacity within the 2-1-1 system to further our partnership with PEMA and FEMA to have a disaster relief strategy in place, so 2-1-1 can be used as an information line and leave 9-1-1 open for emergencies.

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To find out more about how you can help:

**Kristen Rotz**

President

United Way of Pennsylvania  
(717) 238-7365 x 201  
krtoz@uwp.org

**Maggie Livelsberger**

Director of Public Policy

United Way of Pennsylvania  
(717) 238-7365 x 203  
maggie@uwp.org

**Anne Fogoros**

PA 2-1-1 Operations Director

United Way of Pennsylvania  
(717) 238-7365 x 204  
afogors@uwp.org