

# County Veterans Service Commissioners

## Fall Conference Handouts 2016

Ending Veteran Homelessness  
Initiative, VISN-10

Ending Veteran  
Homelessness in Ohio

United Way 2-1-1 Help Center

Legal Services for Veterans  
and Ohio Legal Aid



# Ending Veteran Homelessness Initiative

*No Veteran should be without a safe, stable place to call home...*

Jim Kennelly, VISN 10 Network Homeless Coordinator

Ohio Veteran Service Commissioners  
Fall Conference – November 19, 2016

## VA Initiative

- ▶ In 2010, VA launched an ambitious and unprecedented initiative to end homelessness among Veterans that heralded new policies and practices.
  - VA is the largest single provider of homeless services in the Nation.
  - VA offers a wide array of interventions designed to find homeless Veterans, engage them in services, find pathways to permanent housing, and prevent homelessness from occurring.



# Strategy to End Homelessness Among Veterans

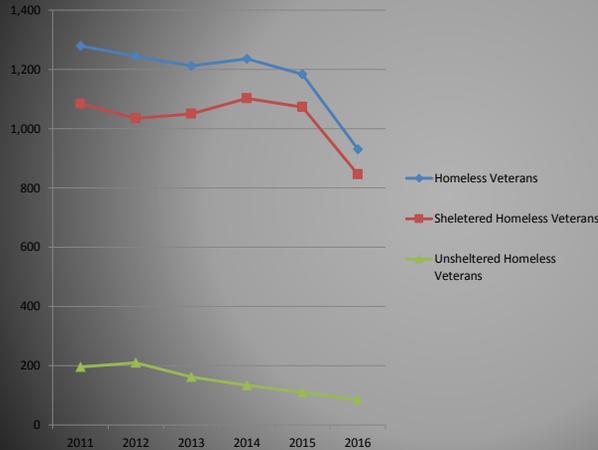


## Accomplishments

- ▶ VA has made ending homelessness among Veterans a top priority, undertaking an unprecedented campaign to dramatically increase successful outcomes for Veterans and their families who are homeless or at risk of becoming homeless.
  - **Overall, Veteran homelessness has decreased by nearly 50 percent since 2010.**
- 2016 PIT Count –
  - National Total **39,471**
    - 26,404 Sheltered
    - 13,067 Unsheltered
  - Ohio Total **930**
    - 845 sheltered
    - 85 Unsheltered
- ▶ Throughout the nation, community by community, we're achieving an effective end to Veteran homelessness.
  - Mayors and governors have answered the First Lady's Mayors' Challenge to End Veteran Homelessness and as a result **33 cities and 2 states have announced that they have achieved an end to Veteran homelessness.** 5 additional communities have achieved an end to Veteran Homelessness, but have not yet publicly announced.

### Ohio Communities – Dayton

# Ohio Accomplishments



## Veterans Integrated Service Network (VISN) 10



# VHA Homeless Staffing

All Homeless Initiative		
VISN	Station	Total Positions
10	Ann Arbor	32
10	Battle Creek	35
10	Chillicothe	13
10	Ciniccnnati	32
10	Cleveland	79
10	Dayton	17
10	Detroit	58
10	Indianapolis	36
10	NI HCS	31
10	Saginaw	19
10	Columbus	30
VISN TOTAL		382

▶ All Homeless Programs

HUD-VASH Initiatives		
VISN	Station	Total HUD-VASH Initiative Positions
10	Ann Arbor	22
10	Battle Creek	23
10	Chillicothe	8
10	Ciniccnnati	22
10	Cleveland	43
10	Dayton	11
10	Detroit	33
10	Indianapolis	25
10	NI HCS	22
10	Saginaw	10
10	Columbus	17
VISN TOTAL		236

▶ HUD-VASH

## HUD-VASH Vouchers – Ohio

VAMC	PHA Name	PHA #	Allocated Vouchers (FY08-FY16)	PBV awarded not Operational
Erie, PA	Ashtabula	OH029	15	
Ann Arbor, MI	Lucas	OH006	170	
Chillicothe	Chillicothe	OH024	75	31
	Athens	OH041	35	
	Pickaway	OH059	26	
	Fairfield	OH070	61	
Cincinnati	Cincinnati	OH004	359	
	Clermont	OH038	40	
Cleveland	Youngstown	OH002	41	
	Cleveland	OH003	541	25
	Akron	OH007	66	8
	Lorain	OH012	117	
	Mansfield	OH016	70	
	Stark	OH018	55	
	Portage	OH031	40	
Dayton	Dayton	OH005	198	
	Darke	OH045	15	
	Shelby	OH061	12	
Columbus	Columbus	OH001	372	
Ohio Totals			2,308	64
			All Vouchers Allocated - Ohio = 2372	

## VISN 10 (Ohio) Homeless Residential Beds

### ➤ Emergency Housing

- HealthCare for Homeless Veterans Contract Beds  
136 Operational Beds (including 12 Safe Have beds)

### ➤ Transitional Housing

- Grant and Per Diem  
504 Operational Beds in 30 Project
- CWT/TR – 25 Beds Operated by Cleveland VAMC



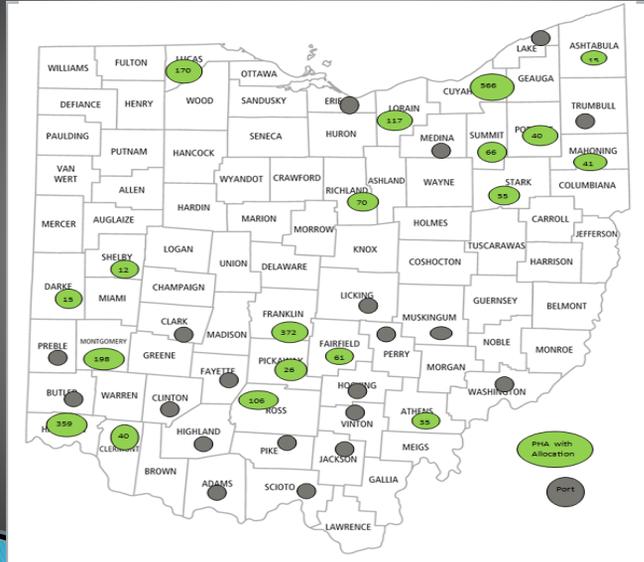
## VHA Funded Rapid Rehousing and Prevention –

### Supportive Services for Veteran Families (SSVF)

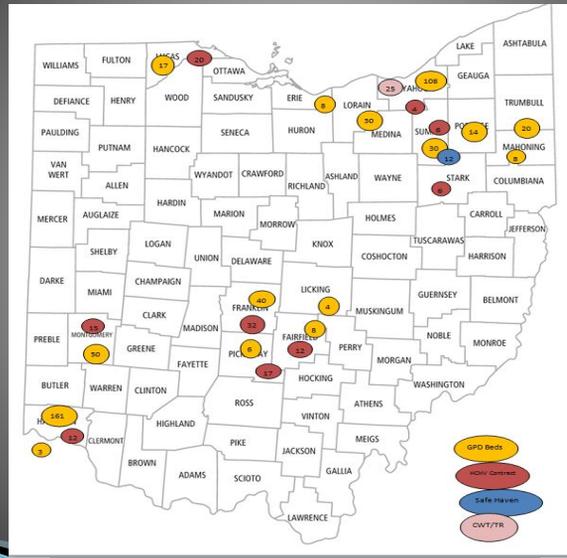
- 2017 Grant Year – 13 non profit agencies in Ohio received renewals.
  - Total awards = \$8,341,117 (plus partial awards for Projects covering multiple states including Ohio).



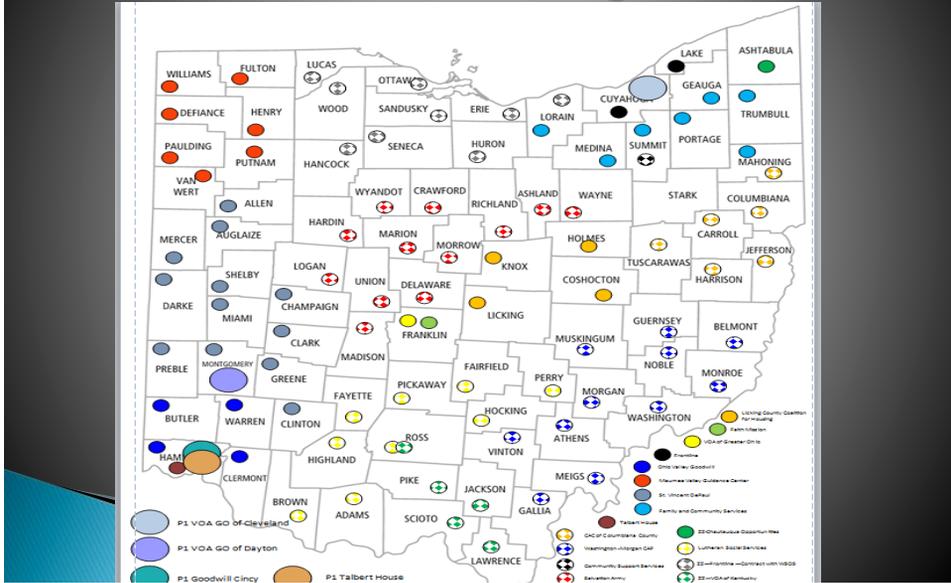
# HUD-VASH Vouchers



# VHA Funded Residential Beds



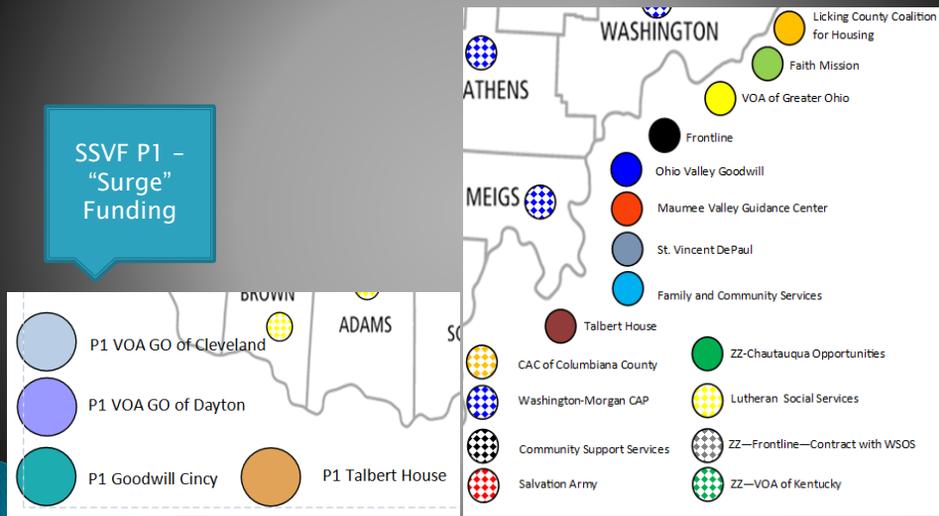
# Supportive Services For Veteran Families – Ohio Coverage 2016



## SSVF – Ohio Map Key

FY14 SSVF P2 & P3

SSVF P1 – “Surge” Funding



# Ending Veteran Homelessness in Ohio

Ohio Veterans Service Commissioners Training  
November 19, 2016

Erica Mulryan, Continuum of Care  
Director, COHHIO



## Presentation Overview

- Background & Context
  - Ohio Homeless Systems & Continuum of Care
  - Ohio Balance of State Continuum of Care
- Veteran Homelessness in Ohio
- Ending Veteran Homelessness
  - Federal Leadership
  - Ohio BoSCoC Progress on Ending Veteran Homelessness
  - Ohio BoSCoC and CVSO Coordination



Next Steps

## Background & Context

### Continuum of Care (CoC)

- The federally recognized homeless system for a geography
  - May also refer to the group of representatives charged with planning the homeless system and ensuring wide availability of resources
  - Also the name of the federal homeless assistance program (CoC Program)



## Background & Context

### 9 CoCs in Ohio

- Akron, Summit County CoC
- Canton, Stark County CoC
- Cincinnati, Hamilton County CoC
- Cleveland, Cuyahoga County CoC
- Columbus, Franklin County CoC
- Dayton, Montgomery County CoC
- Toledo, Lucas County CoC
- Youngstown, Mahoning County CoC



Ohio Balance of State CoC

## Background & Context

### Ohio Balance of State Continuum of Care

- Ohio BoSCoC comprised of 80 non-urban counties in Ohio
  - Over 400 homeless programs and 7,000 beds
    - 12 SSVF programs serving all 80 counties
    - About 90 GPD beds
    - About 50 HCHV beds
    - Over 500 VASH vouchers
  - 3032 total homeless in 2016 PIT count
    - Including 207 total homeless veterans



## Veteran Homelessness in Ohio

- 23% decrease in Veteran homeless between 2015 and 2016 (27% decrease between 2011 and 2016)
  - 1183 Veterans identified, down to 930 Veterans
  - Largest decreases:
    - 47% decrease in Dayton
    - 38% decrease in Cleveland
    - 17% decrease in Ohio BoSCoC
    - 9% decrease in Cincinnati



## Veteran Homelessness in Ohio

- 47% decrease in Veteran homeless nationwide between 2010 and 2016
  - Ohio's progress is slower/less than national progress



## Ending Veteran Homelessness: Federal Leadership

### Federal Strategic Plan

- In 2010, US Interagency Council on Homelessness (USICH) developed first federal strategic plan to prevent and end homelessness – *Opening Doors*



## Ending Veteran Homelessness: Federal Leadership

### Federal Strategic Plan goals:

- End Veteran homelessness in 2015
- End chronic homelessness in 2017
- End homelessness for families with children and youth in 2020
- Set a path to ending all types of homelessness



## Ending Veteran Homelessness: Federal Leadership

### Federal Criteria and Benchmarks for Achieving the Goal

- USICH, HUD, VA adopted a vision of what it means to end Veteran homelessness and rolled out the criteria/benchmarks in October 2015



# Ending Veteran Homelessness: Federal Leadership

## Federal Criteria and Benchmarks

- Together, the criteria and benchmarks are intended to help define the vision of ending Veteran homelessness within communities and to help align local efforts in support of that vision, with a focus on long-term, lasting solutions



# Ending Veteran Homelessness: Federal Leadership

## Criteria

1. Community has identified all homeless Veterans
2. Community provides shelter to every unsheltered Veteran who wants it
3. Community only provides TH in limited instances



## Ending Veteran Homelessness: Federal Leadership

### Criteria

4. Community has capacity to swiftly move Veterans into permanent housing
5. Community has resources and capacity to help Veterans at risk of homelessness



## Ending Veteran Homelessness: Federal Leadership

### Benchmarks

- A. Chronic homelessness among Veterans has ended
- B. Veterans have quick access to housing
- C. Community has sufficient permanent housing capacity
- D. Community provides TH in limited instances only



# Ending Veteran Homelessness: Federal Leadership

## Communities Ending Veteran Homelessness

- To date, 28 communities and 2 states have declared a functional end to Veteran homelessness



# Ohio BoSCoC Progress Ending Veteran Homelessness

- Intentional focus began in 2015
- Formed Homeless Veterans Workgroup
- Created Master List of currently homeless Veterans
- Drafted policies and procedures to guide overall CoC response to Veteran homelessness
- Improving coordination between VA and homeless services providers



## Ohio BoSCoC Progress Ending Veteran Homelessness

### Homeless Veterans Workgroup

- All SSVF providers participate
- VA staff participate (VAMC staff and VISN 10 Homeless Coordinator)
- Some non-VA funded providers participate
- COHHIO staffs workgroup



## Ohio BoSCoC Progress Ending Veteran Homelessness

### Homeless Veterans Workgroup

- Workgroup created initial Homeless Veterans Report, has informed revisions
- Workgroup drafted and ensures compliance with new CoC policies and procedures
- Monitors overall CoC progress on ending Veteran homelessness



## Ohio BoSCoC Progress Ending Veteran Homelessness

### Homeless Veterans Report

- Identifies all currently homeless Veterans in CoC
- A 'responsible provider' assigned to every homeless Veteran
  - Responsible provider serves as a housing navigator
  - Most commonly an SSVF provider



## Ohio BoSCoC Progress Ending Veteran Homelessness

### Coordinated System Response

- Workgroup drafted policies and procedures (P&P) to guide overall CoC response to Veteran homelessness
  - Requires SSVF referrals unless Veteran declines
  - Requires CoC-wide housing first orientation



## Ohio BoSCoC Progress Ending Veteran Homelessness

### Coordinated System Response

- Requires Veterans not eligible for VA services/programs to be prioritized for other CoC resources



## Ohio BoSCoC Progress Ending Veteran Homelessness

### Monitoring Progress on the Goal

- Progress on all benchmarks monitored bi-weekly



# Ohio BoSCoC Progress Ending Veteran Homelessness

## Progress to Date in Ohio BoSCoC

- 17% decrease in total homeless Veterans between 2015 and 2016 Point-in-Time Count
- Meeting 3 of 4 benchmarks



# Ohio BoSCoC and CVSO Coordination

## CVSO & SSVF

- Supportive Services for Veterans and their Families (SSVF) programs
- SSVF provides:
  - Rapid Re-housing - Rental assistance and services to homeless Veterans and their families to move them from homelessness to housing
  - Homelessness Prevention - Financial assistance and services to Veterans to prevent homelessness among those at risk



## Ohio BoSCoC and CVSO Coordination

### Ohio BoSCoC SSVF Capacity

- Sufficient resources to rapidly re-house every eligible, literally homeless Veteran (and their family) who wants it
- Eligible Veterans = not dishonorably discharged, not more than 30% AMI, living in shelter, transitional housing, or on the streets



## Next Steps

- Ongoing monitoring of progress on criteria and benchmarks
- Focus on tightening entries into Ohio BoSCoC homeless system and increasing exits to permanent housing
- Improving coordination with HUD-VA Supportive Housing (VASH) to house more homeless Veterans



## Contact Info

- Erica Mulryan
  - Ohio Balance of State CoC Director
  - [ericamulryan@cohhio.org](mailto:ericamulryan@cohhio.org)
  - 614-280-1984, ext. 118
  - [www.cohhio.org](http://www.cohhio.org)



## **United Way 2-1-1 Help Center**

Helping people find, understand and  
access community resources 24/7

Diane Gatto Barrett, Director, United Way 2-1-1  
Tim Grealis, Help2Veterans Coordinator  
United Way of Greater Cleveland  
Serving 26 Counties in Ohio – November 19, 2016

**LIVE UNITED**

**United  
Way**



**Is anyone in the household a veteran  
or active military?**



# 2-1-1 Help2Veterans Program Cuyahoga County

# 27,000

**Veteran households contacted 2-1-1  
since program launch November 11,  
2013**



## Vision

2-1-1 will serve as the gateway to social services in every community, making it easier for people to find, understand and access community resources.



## Why 2-1-1 ?

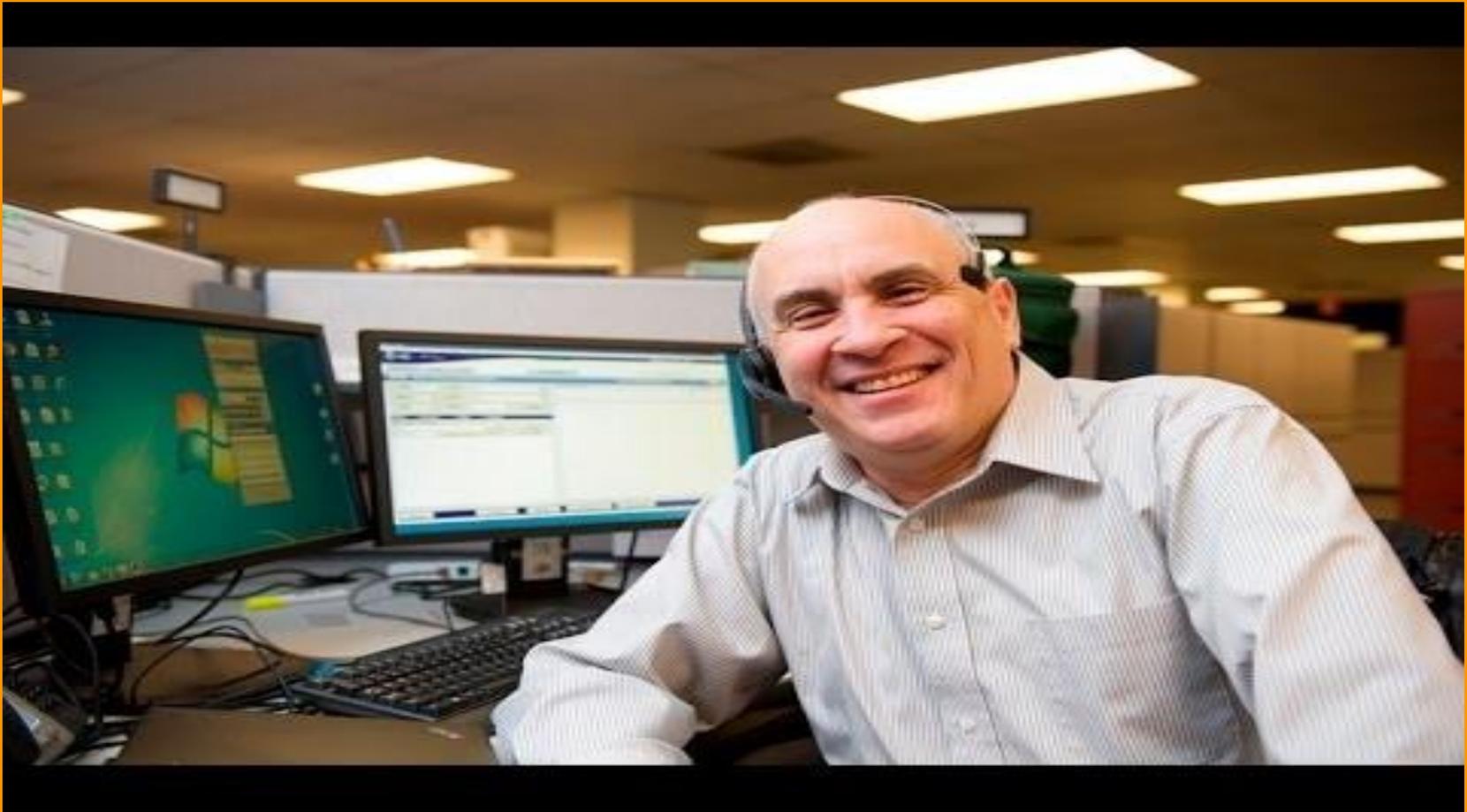
- **Easy-to-remember 3-digit phone number (chat and in-person)**
- **Confidential and available 24/7**
- **Informs clients of all options for help (database of 18,000 resources)**



## Why 2-1-1 ?

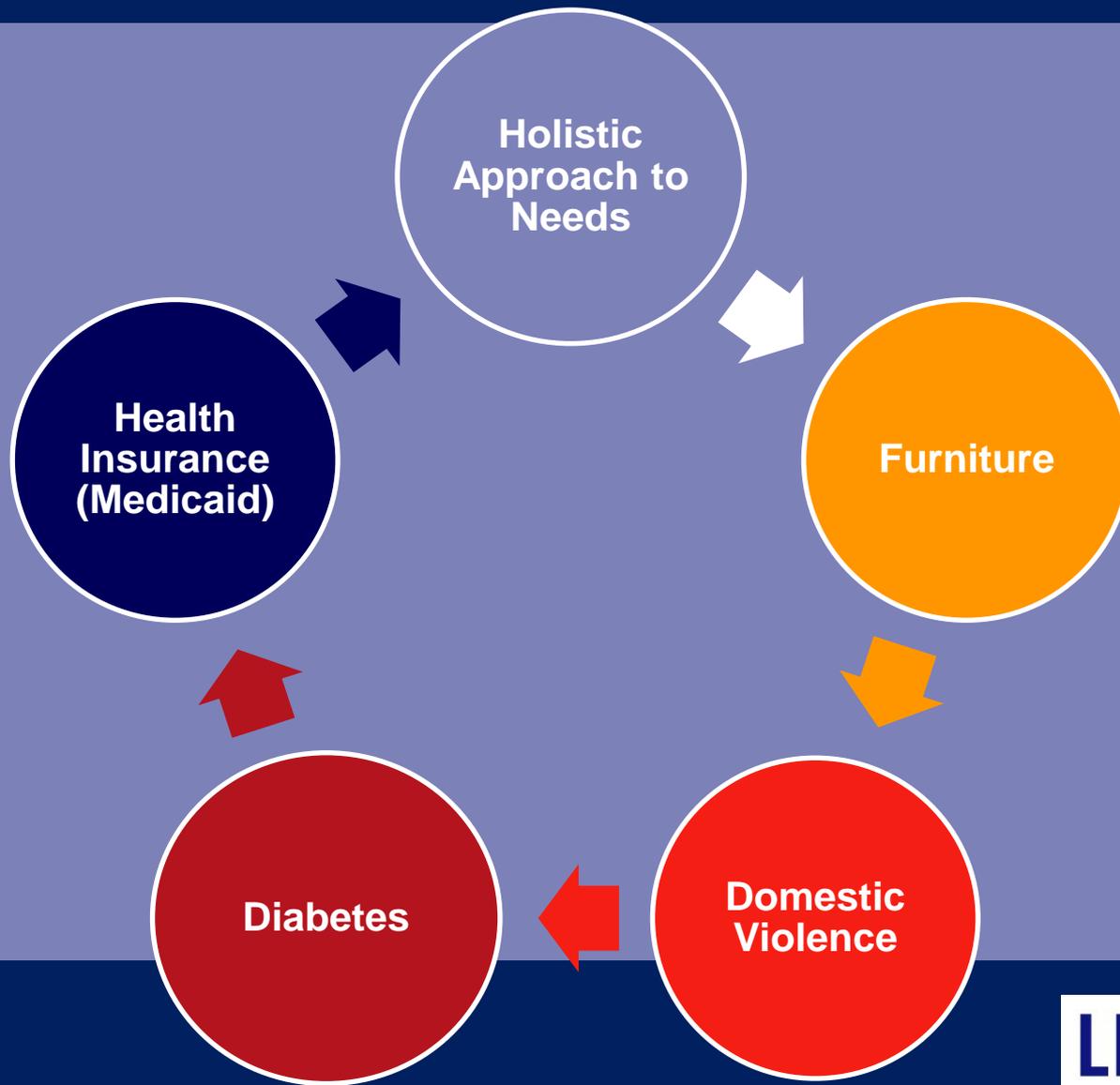
- **Neutral, holistic and nonjudgmental**
- **Efficient, reduces run-around**
- **Professional staff**
- **243 help centers across the country**





How we help.





# Complexity of Social Needs



STEP 1



**Person has a need  
or concern**

STEP 2



**A professional  
Specialist listens**

STEP 3



**Specialist asks a  
few questions**

STEP 4



**Specialist searches the  
Community Resource  
Database**

STEP 5



**Person works with the  
Specialist to develop  
a plan**

STEP 6



**Specialist follows-up  
with the person**

STEP 7



**2-1-1 tracks and reports  
community needs**

# OUR PROCESS



Sample call

Click to hear a 2-1-1 specialist working with their caller. This is a recording of an actual call, and appears here with the client's consent.

# Our 2-1-1 Coverage Area

- 26 counties
- 4 million people
- 350k contacts annually



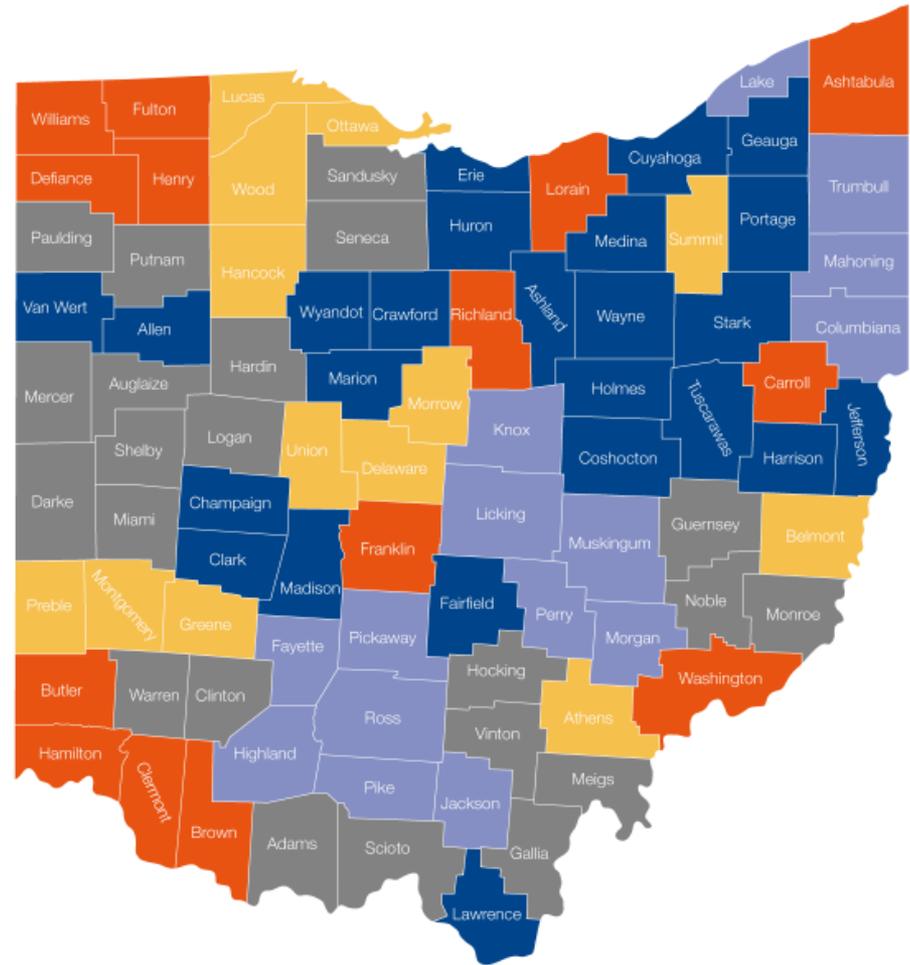
**LIVE UNITED**

**United  
Way**



# Ohio 2-1-1

- **67 counties**
- **15 centers**
- **91% of population**
- **1.2 million calls in 2015**



**LIVE UNITED**

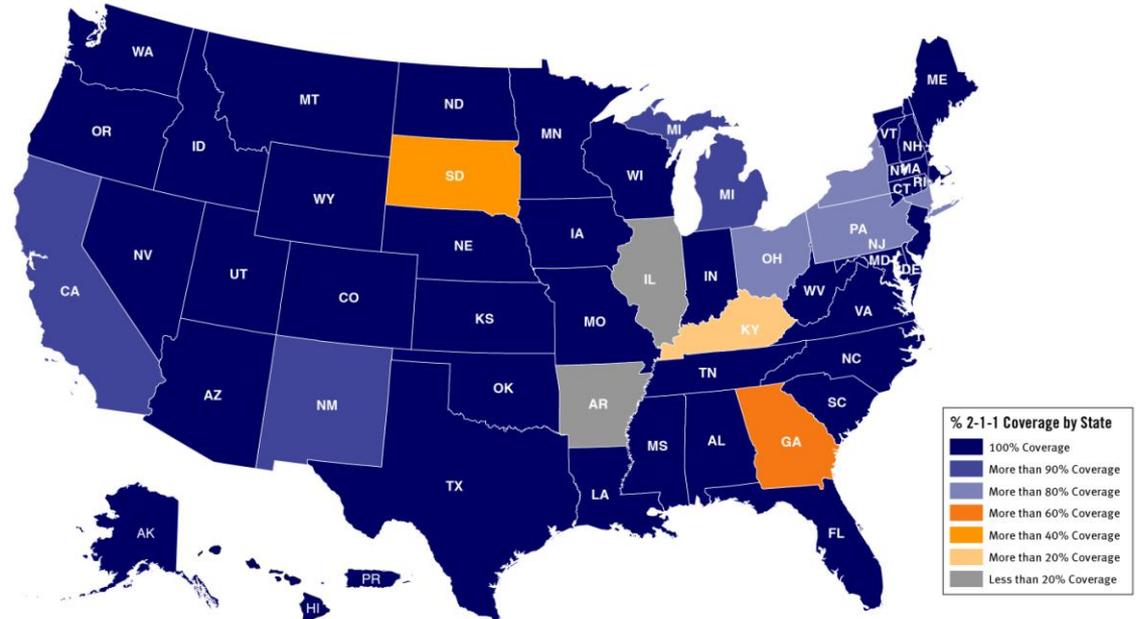
**United  
Way**



# National 2-1-1 Coverage

## 92.6% Overall Coverage

% of Population Covered\* by 2-1-1 in Each State



\*Coverage is defined as populations with landline telephone access to 2-1-1 dialing codes.  
Population based on 2010 Census

Data produced by 211US: February 2013  
Map produced by United Way Worldwide: February 2015



# LIVE UNITED



# Help2Veterans Program

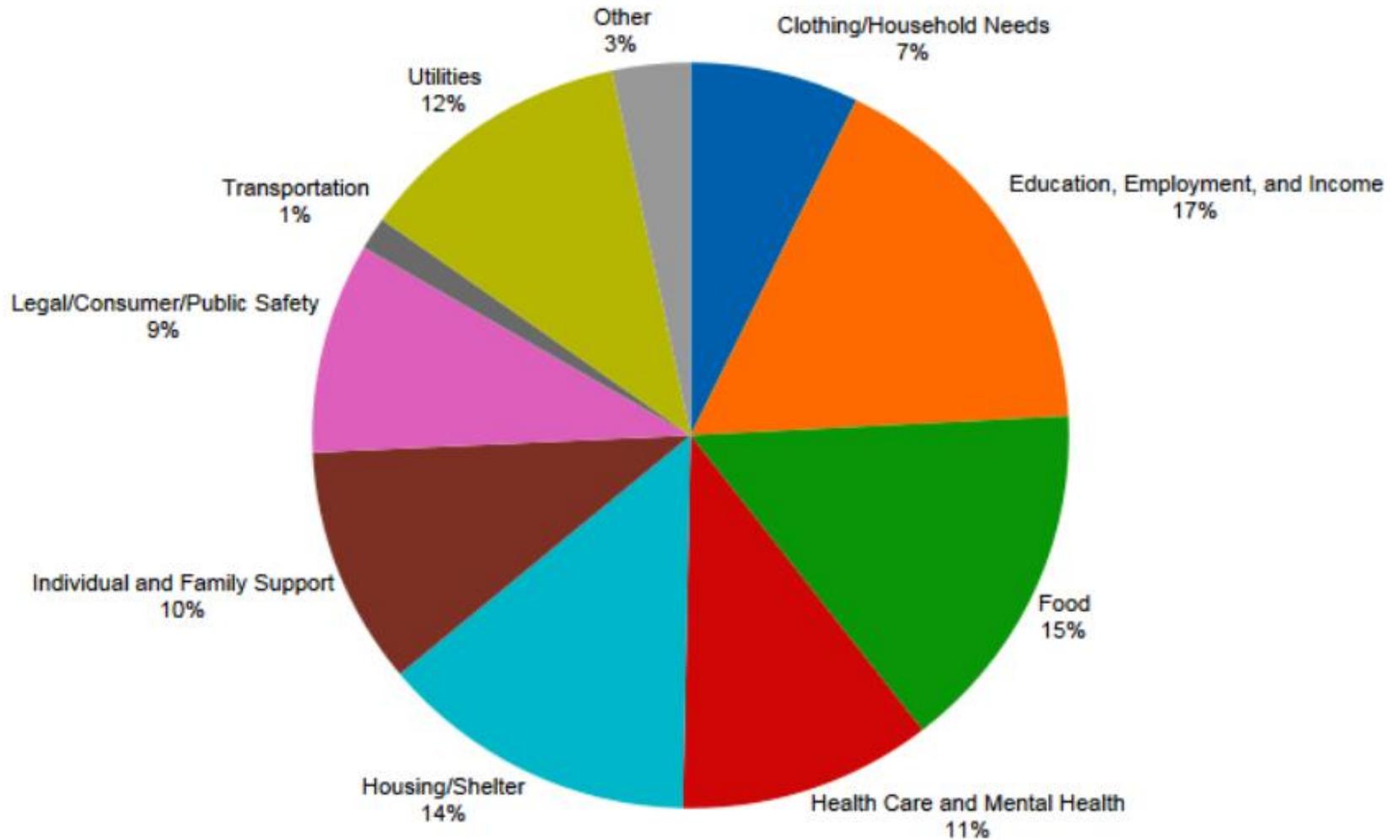
**Tim Grealis, Coordinator**  
**United States Air Force Veteran**



# My Story



# Veterans' Needs



# Veterans' Needs by Age

Category / Age Breakout

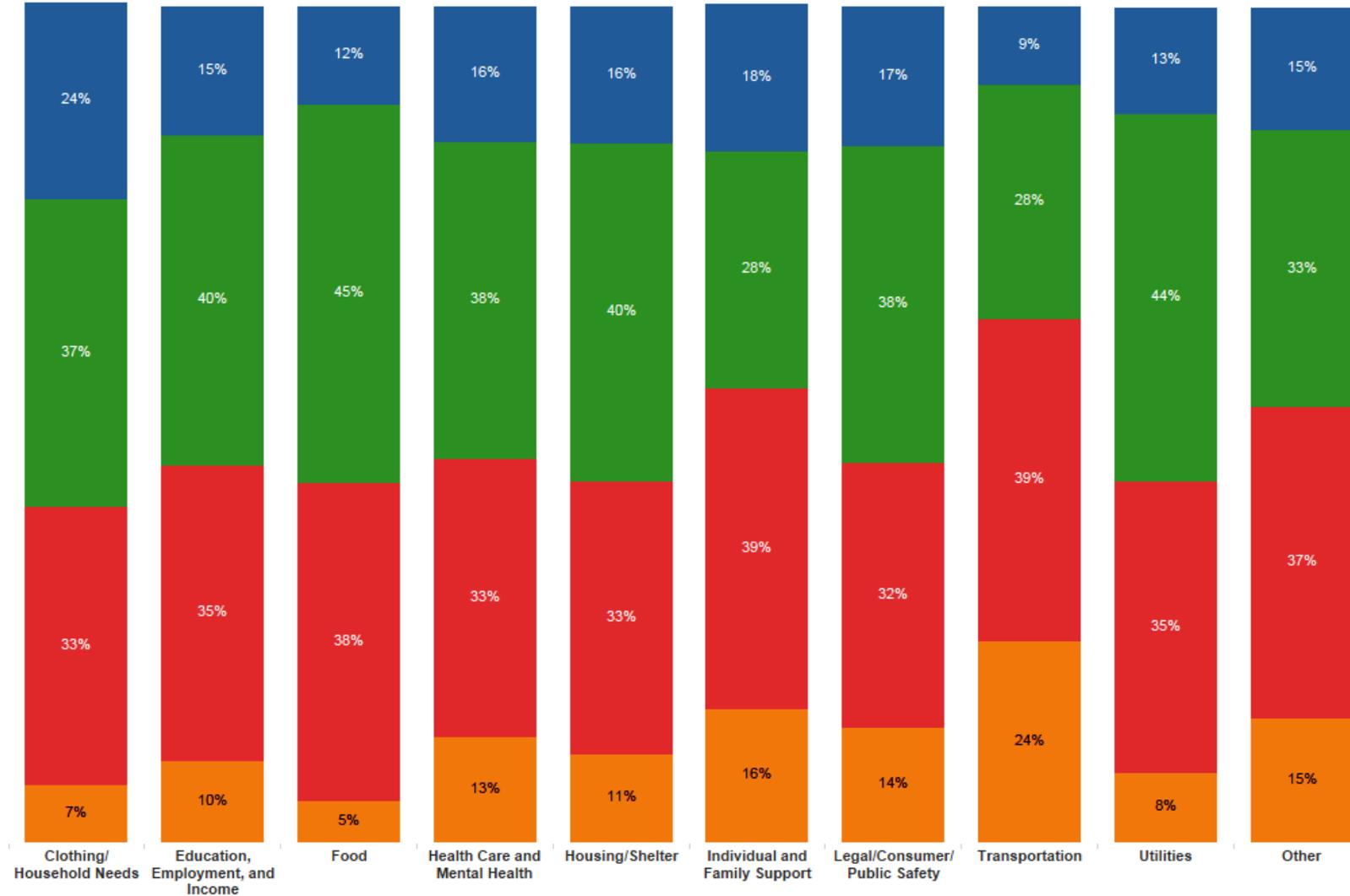
Age Groups

35 and Under

36-57

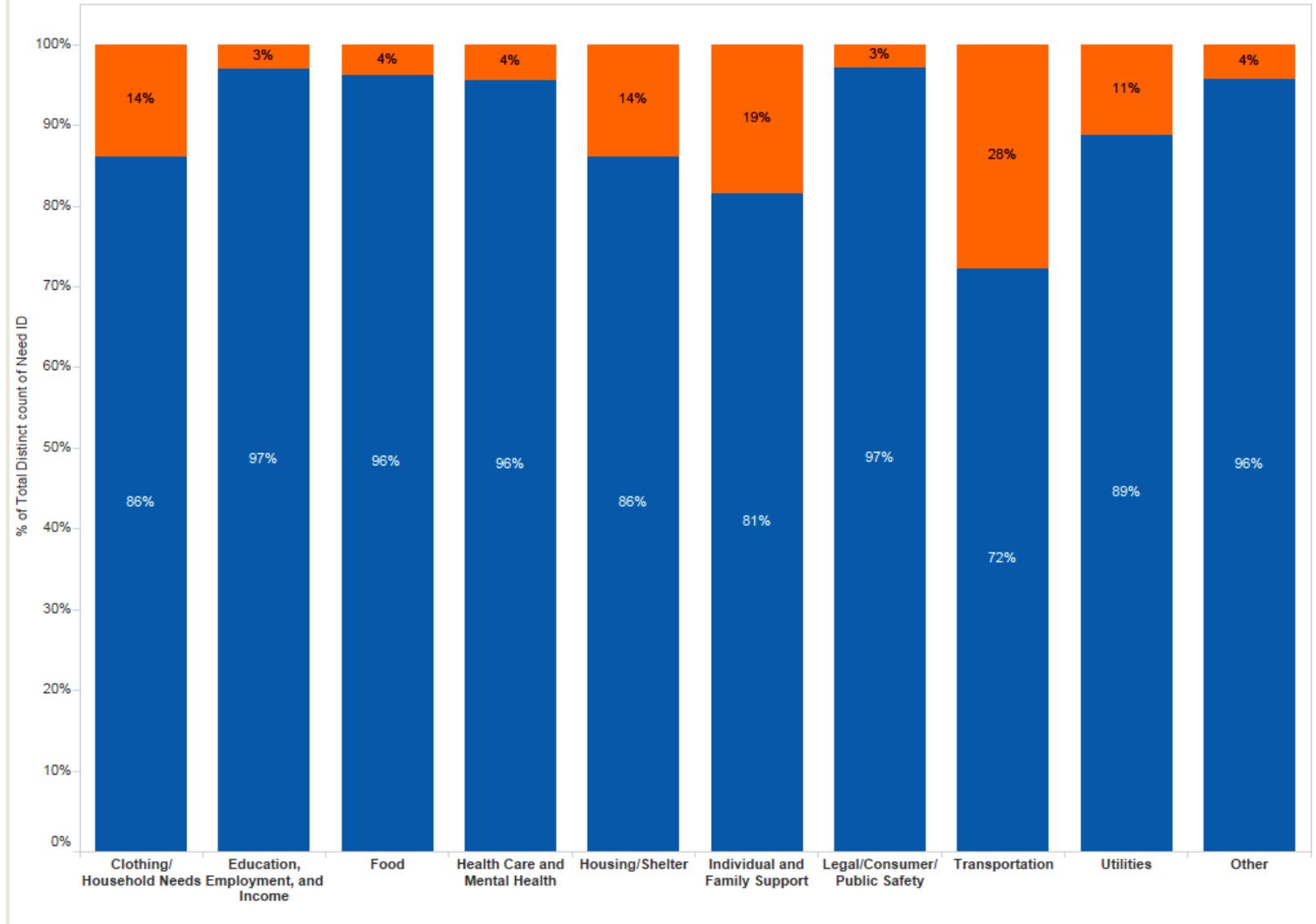
58-74

75+



# Met/Unmet Veterans' Needs

Met and Unmet Needs



# 2-1-1: Community Resources

[Clear](#) Search Options and Service Search

ZIP:  City:

State:  County:

Age:   Gender:   [Filters](#)

Search:  Taxonomy  Name  Category

Enter Word or Phrase:  
 [Go](#) [Definition](#)

Partial Word  [Clear](#) [abc](#)  Options  Include Targets

**TERMS STARTING WITH - rent payment**

- [Rent Payment Assistance](#)
- [Rent Payment Assistance \\* Abused Men](#)
- [Rent Payment Assistance \\* Abused Women](#)
- [Rent Payment Assistance \\* Active Military](#)
- [Rent Payment Assistance \\* Agricultural Laborers](#)
- [Rent Payment Assistance \\* AIDS/HIV](#)
- [Rent Payment Assistance \\* Cancer](#)
- [Rent Payment Assistance \\* Cancer \\* Breast Cancer](#)
- [Rent Payment Assistance \\* Disabilities and Health Conditions](#)
- [Rent Payment Assistance \\* Families of Military Personnel/Veterans](#)
- [Rent Payment Assistance \\* Families of Veterans](#)
- [Rent Payment Assistance \\* Homeless People](#)
- [Rent Payment Assistance \\* Homeless People \\* Veterans](#)
- [Rent Payment Assistance \\* Veterans](#)

**SEE ALSO TERMS STARTING WITH - rent payment**

[Favorites](#) [211 Search](#) [Search](#)

# 2-1-1: Community Resources

Search Results (Matchlist) Clear

Services for Search 10 locations

Rent Payment Assistance \* Veterans

**Sort Options:**  
By Agency  
**By Proximity**  
By Service

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**RESOURCES WITHIN 5 MILES OF 44120**

**VETERANS SERVICE COMMISSION - CUYAHOGA COUNTY [CUY3364]**  
**VETERANS SERVICE COMMISSION - CUYAHOGA COUNTY AT SOUTH EUCLID-LYNDHURST BRANCH L**  
1876 S Green Rd  
SOUTH EUCLID, OH 44121 (Cuyahoga County) Approx. 3 miles away  
**EMERGENCY ASSISTANCE - VETERANS**  
**Rent Payment Assistance \* Veterans**  
(216) 698-2632 Voice: Rings main site  
(866) 915-8387 Toll Free: Rings main site  
[WEB SITE: www.vsc.cuyahogacounty.us](http://www.vsc.cuyahogacounty.us)

**VETERANS SERVICE COMMISSION - CUYAHOGA COUNTY AT VA COMMUNITY RESOURCE AND REFERE**  
7000 Euclid Ave. Ste. 202  
CLEVELAND, OH 44103 (Cuyahoga County) Approx. 4 miles away  
**EMERGENCY ASSISTANCE - VETERANS**  
**Rent Payment Assistance \* Veterans**  
(216) 391-0264 Voice: CRRC to make appointment  
[WEB SITE: www.vsc.cuyahogacounty.us](http://www.vsc.cuyahogacounty.us)

**VOLUNTEERS OF AMERICA OF GREATER OHIO [CUY3391]**  
**VOLUNTEERS OF AMERICA - VETERANS AND FAMILIES FIRST - CLEVELAND OFFICE {7}**  
4415 Euclid Ave  
CLEVELAND, OH 44103 (Cuyahoga County) Approx. 4 miles away  
**VETERANS AND FAMILIES FIRST**  
**Rent Payment Assistance \* Veterans**  
(216) 302-2602 Voice

# 2-1-1: Community Resources

[Map](#)[Add to List](#)[Print](#)[?](#)[Close](#)[Send Text](#)[Send Email](#)

## **SERVICE DESCRIPTION:**

Provides rent payment assistance and rental deposit assistance to veterans who are facing eviction or who are homeless. May help with utilities assistance only in cases where a disconnect would result in an eviction. Case management is provided to qualified participants to access any benefits or services that may help them achieve housing stability such as: temporary shelter, housing counseling, landlord/tenant assistance, personal financial planning, healthcare referrals, childcare, job search assistance, legal aid, transportation, and daily living needs, etc. In some cases, may help with basic furnishings and household goods to participants who are setting up a new household through this program.

## **HOW SERVICE IS PROVIDED:**

On site

## **WHO QUALIFIES:**

Serves veterans (and their families, if applicable) who are homeless or facing eviction (court ordered or three day notice from landlord is acceptable). Serves single veterans as well as households in which the head of household is a veteran or in which the head of household's spouse is a veteran. Veteran must have a discharge that is other than dishonorable. Income must be below 50% of the area median income (in Cuyahoga County, this is approximately \$1800 per month or less for a family of one). Will only help with utilities in cases where a disconnect would result in eviction (client should first check with Veterans Service Commission - this is granted on a case-by-case basis).

## **HOURS OF SERVICE:**

M-F: 8:00am-5:00pm

## **FEES:**

Free

## **REQUIRED DOCUMENTS:**

Documents may vary depending on the situation - but generally, will need: Proof of Veterans Status (examples: DD-214, VA Card); Proof of Income (example: Pay stubs, W2, Benefits Letter, etc.), Photo ID (if available). Those facing eviction may need to bring a lease, proof of eviction, or 3 day notice (as applicable). Lack of any of these documents should not be seen as a barrier to applying for this program. In all cases, agency will advise the client and will help

[Parent Agency](#)[Copy Display](#)

# Help2Veterans Program Community Outreach

- **Veterans Resource Fairs**
- **VA Health Summit**
- **Veterans Treatment Court**
- **Homeless Stand-Down**



# We can help.

Get assistance for your social service needs  
24 hours a day. Se habla Espanol.

CHAT

AVAILABLE BY PHONE 24 HOURS A DAY.

Serving **26 counties** and covering 3.5 million people in Ohio, the United Way 2-1-1 Help Center provides free and confidential 24-hour access to a compassionate professional who will review your options for help, develop a plan and act as your advocate if you are faced with barriers to service. Simply dial 2-1-1 or chat with us for assistance. Se habla Espanol.

# Q & A



# LEGAL SERVICES FOR VETERANS AND OHIO LEGAL AID



**Ohio Legal  
Assistance Foundation, Inc.**  
FUNDING LAWYERS WHO CHANGE LIVES

**Angie Lloyd**  
Executive Director  
[alloyd@olaf.org](mailto:alloyd@olaf.org)

# LEGAL AID HELPS TO ENSURE ACCESS TO JUSTICE FOR OHIOANS UNABLE TO AFFORD AN ATTORNEY

**In Ohio today:**

**Almost 2.3 million people live at or below 125% of federal poverty level -**

For a family of 4 < \$30,375

For a single person < \$14,850

Roughly **1 in 5** Ohioans qualify

- Which includes over 500,000 children

Over **58,000** Ohio veterans qualify for legal aid's services.

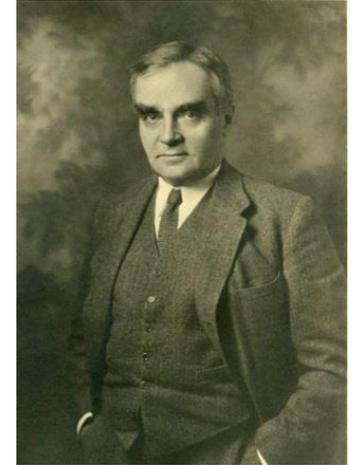


Legal aids create a pathway out of poverty and fulfill our national promise of “justice for all.”

# WE FOCUS ON CIVIL JUSTICE

If we are to keep our democracy, there must be one commandment: *Thou shalt not ration justice.*

- Hon. Learned Hand



I pledge of the United States of America, allegiance and to the Republic to the flag for which it stands, one Nation under God, indivisible, with liberty and justice for all.

## Civil Legal Aid:

- saves homes from foreclosure;
- protects victims of domestic violence;
- establishes financial security for low-income veterans;
- keeps children in school; and,
- advances the economic life of their communities.

# SERVING OHIO VETERANS

- Legal aids provide holistic representation for Ohio veterans - addressing not only a vet's housing or benefits issues, but his or her consumer, medical or family issues as well.



In 2015,

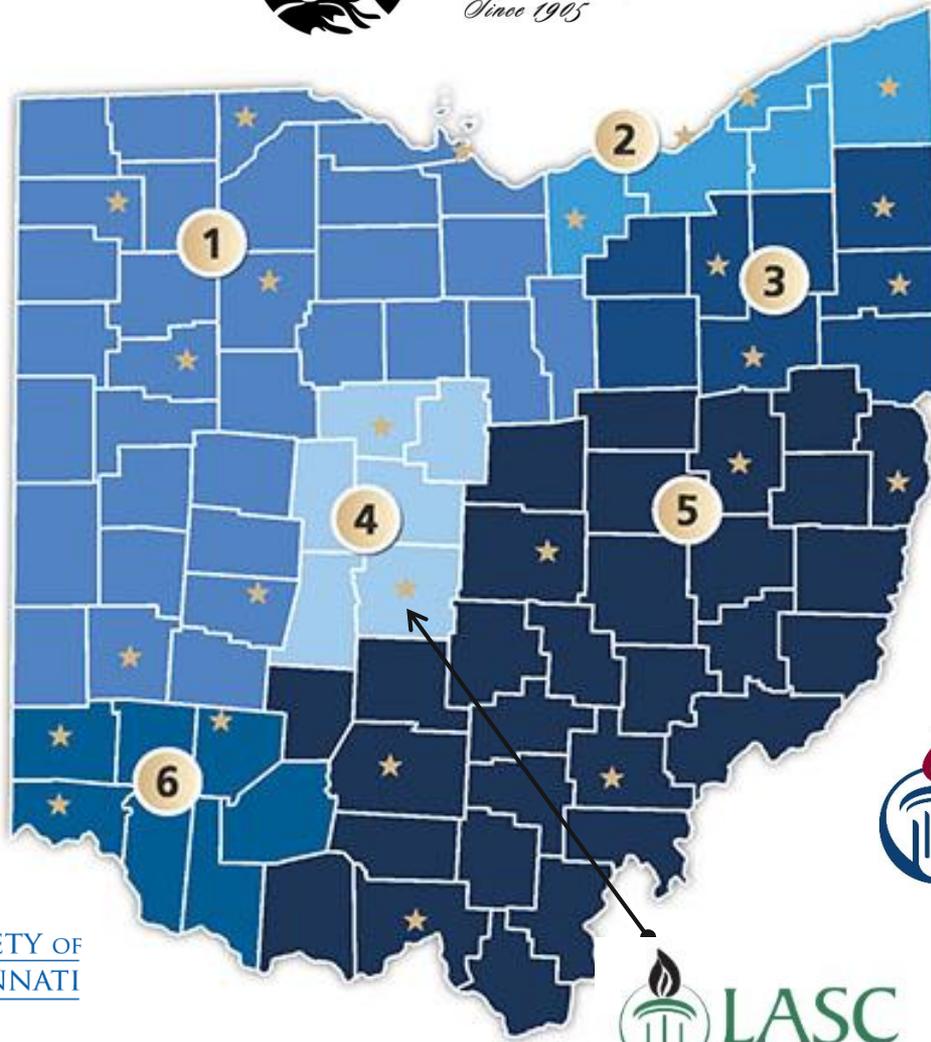
- Legal Aid served over 5,000 veterans; and,
- their work was supported with the first ever General Revenue Funding.



Advocates for Basic  
Legal Equality, Inc.



Legal Aid of  
Western Ohio, Inc.®



*Community*  
**LEGAL AID**



**SEOLS**  
Southeastern Ohio Legal Services



**OSLSA**  
Ohio State Legal Services Association



**LASC**  
The Legal Aid Society of Columbus



**LEGAL AID SOCIETY OF  
GREATER CINCINNATI**

# THE OHIO LEGAL AID LANDSCAPE



**STATEWIDE POLICY  
AND SYSTEMIC  
ADVOCACY TO  
ENFORCE, PROTECT,  
AND EXPAND THE  
RIGHTS OF LOW-  
INCOME OHIOANS**



# PRO BONO IN OHIO:



**Operation Legal Help Ohio (OLHO) helps to connect low-income service members and veterans with volunteer lawyers willing to represent them free of charge in the following legal actions:**

- landlord/tenant issues and evictions;
- credit card debt and other consumer issues;
- employment and reemployment challenges (as defined under USERRA);
- uncontested divorce or dissolution;
- estate planning (wills and advance directives); and,
- VA benefits.

**JUST CALL:**

**1-866-Law-Ohio**

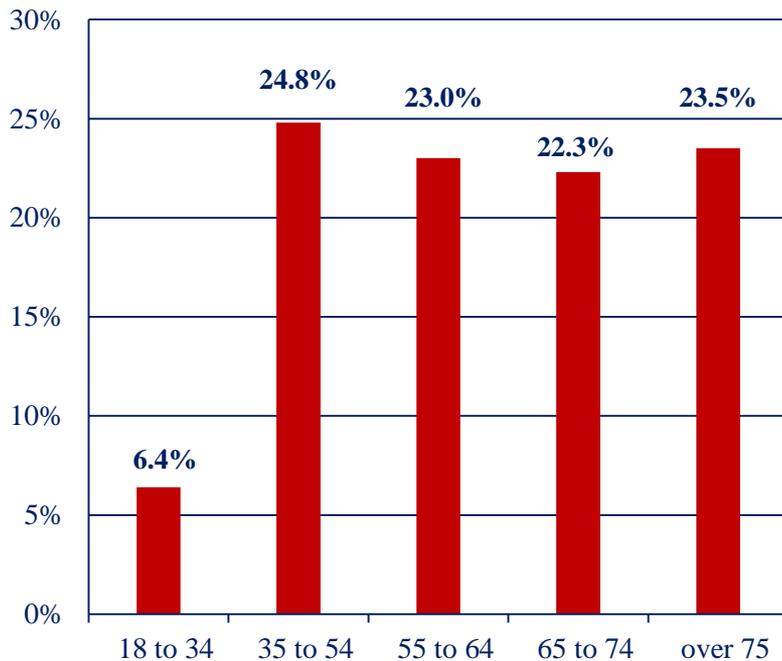
***(1-800-529-6446)***

# OHIO'S VETERANS

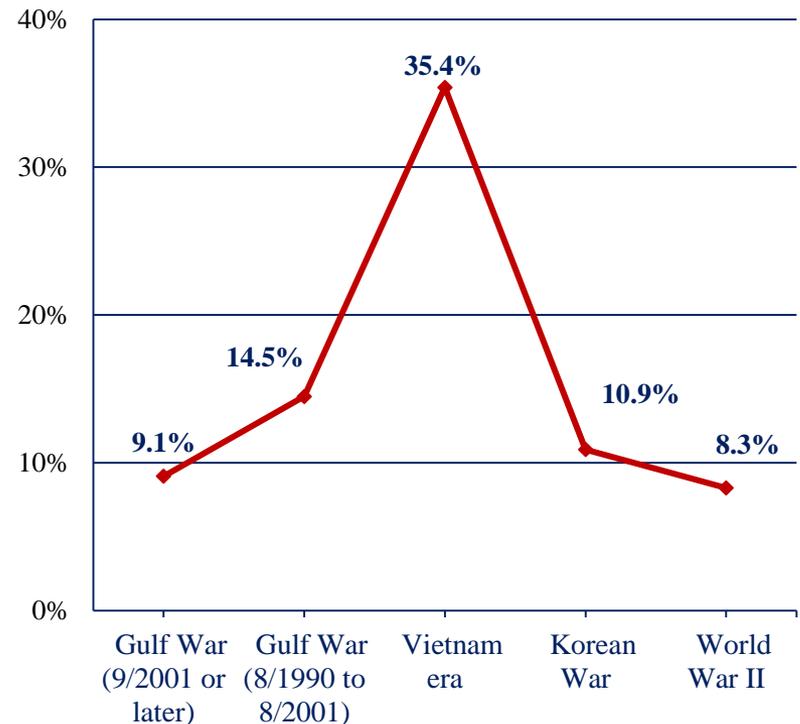
## Veteran Overview

Total Population <b>834,358</b>	Median Income <b>\$33,825</b>	Below Poverty <b>7.3%</b>	With any Disability <b>27%</b>	Unemployment Rate <b>8.6%</b>
------------------------------------	----------------------------------	------------------------------	-----------------------------------	----------------------------------

### Age

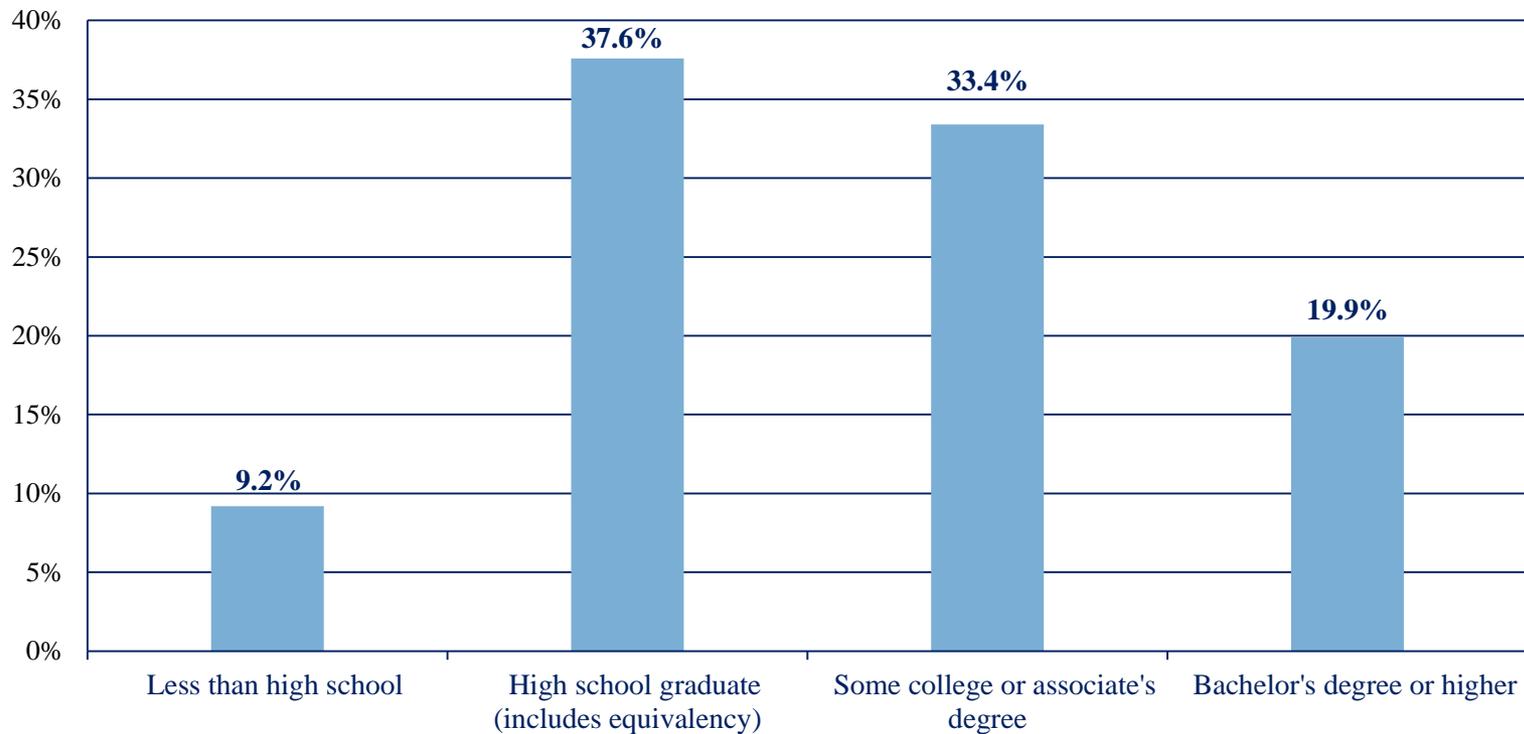


### Period of Service



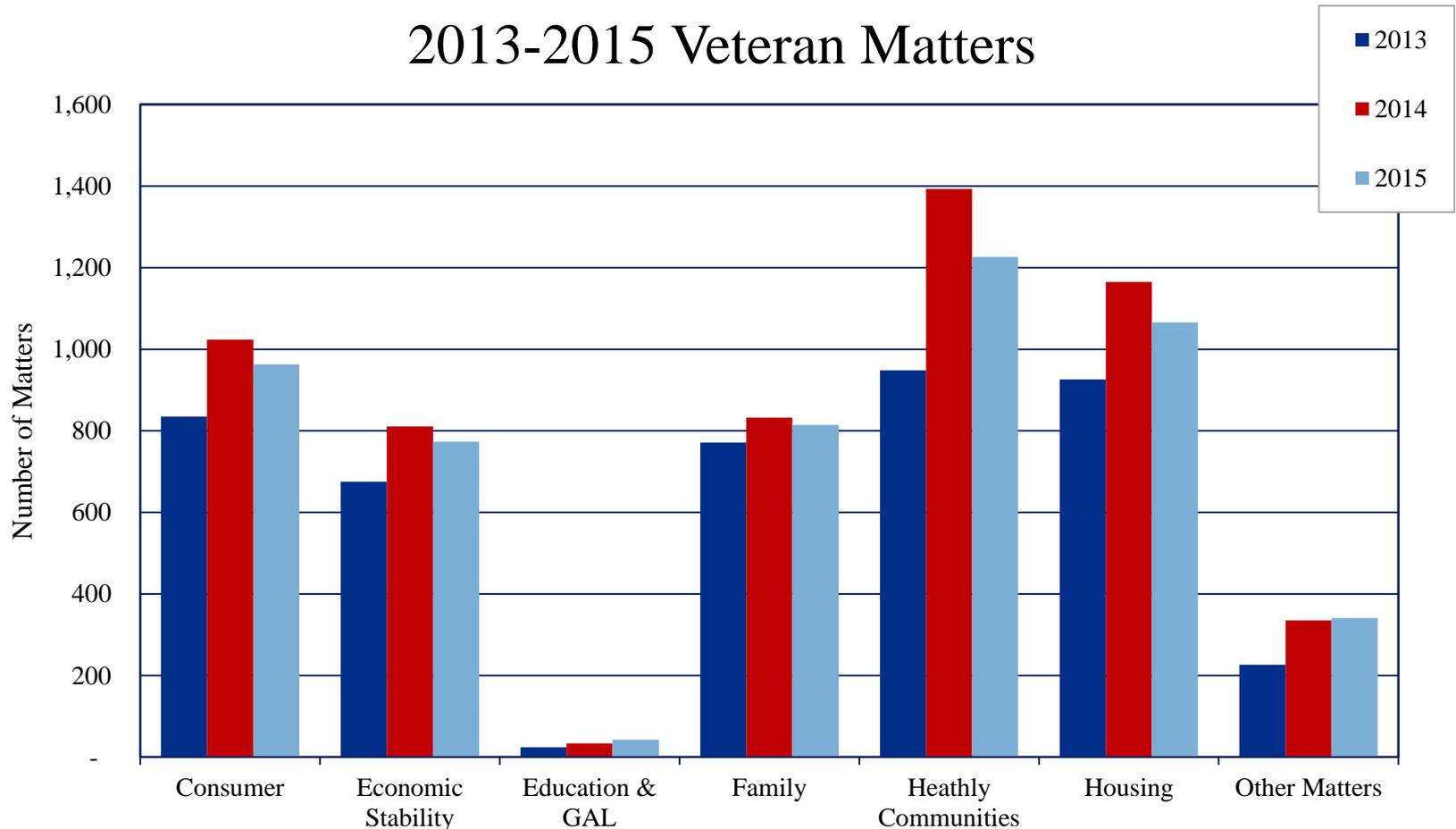
# OHIO'S VETERANS

## Educational Attainment over 25 years



# SOME OF THE LEGAL CHALLENGES OUR VETERANS FACE

2013-2015 Veteran Matters





## THE OHIO LEGAL ASSISTANCE FOUNDATION (OLAF):

Statewide nonprofit foundation –

Statutorily charged with:

- improving access to justice;
- ensuring legal aid societies and other resources, programs and services address the unmet civil legal needs of low-income and underserved Ohioans.
- overseeing distribution of financial resources from
  - Interest on Lawyer Trust Accounts (IOLTA)  
/Interest on Trust Accounts (IOTA);
  - A civil filing fee surcharge; and,
  - Additional donations for civil legal aid.

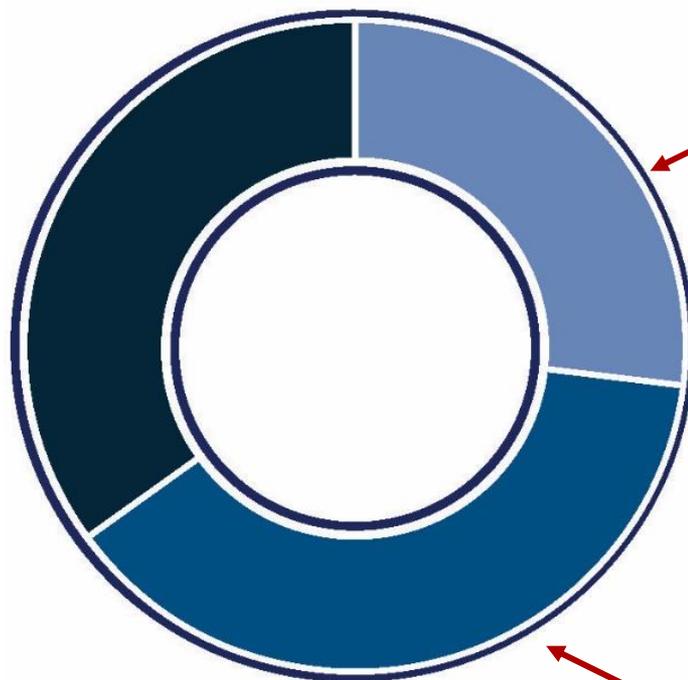
# FUNDING

## OHIO'S LEGAL AIDS



**Other Sources**  
(philanthropic giving,  
foundation grants,  
United Way)

**36%**



**Ohio Legal Assistance Foundation**

(predominantly IOLTA/IOTA funds & filing fee surcharges)

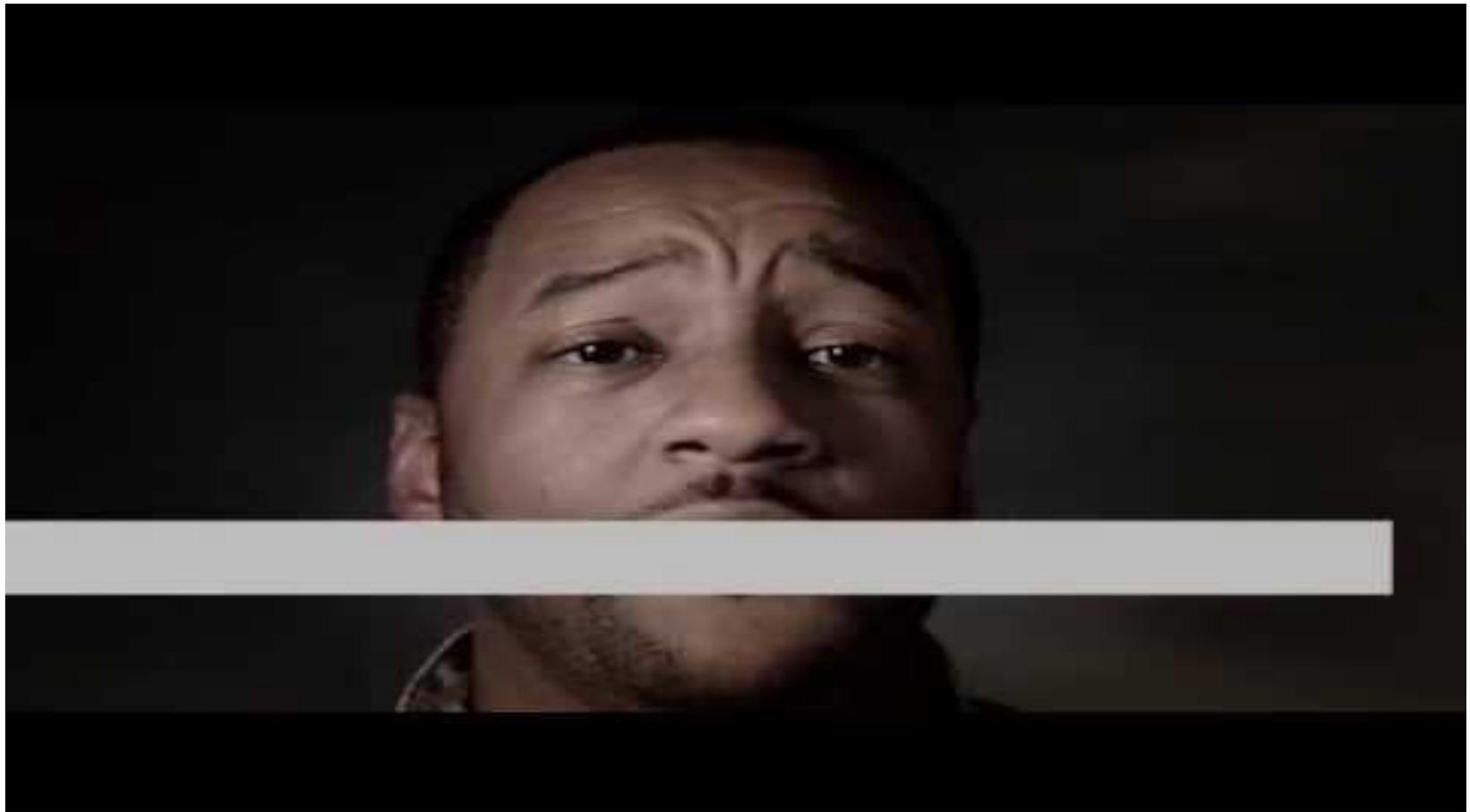
**32%**

**LSC**

(federal funding provided through annual congressional appropriation)

**32%**





# PLEASE REACH OUT!



## Legal Aid for Veterans in Franklin County

Ohio's legal aids handle civil legal matters, such as veterans' benefits, housing, and barriers to employment.

### In Franklin County, veterans can call:

★ **The Legal Aid Society of Columbus**  
Client Intake Line: 1-888-246-4420

#### **The Legal Aid Society of Columbus' Veterans Service Commission Contact:**

Jamie Shier, Staff Attorney  
614-737-0179 or [jshier@columbuslegalaid.org](mailto:jshier@columbuslegalaid.org)

★ **Operation Legal Help Ohio**  
Client Intake Line: 1-877-759-6182

#### **Operation Legal Help Ohio's Veterans Service Commission Contact:**

Pro Bono Coordinator  
614-236-6886

★ **Pro Seniors** (Serving veterans 60 years and older with no income restriction)  
Client Intake Line: 1-800-488-6070

#### **Pro Seniors' Veterans Service Commission Contact:**

Matthew Barnes, Managing Attorney  
513-458-5510 or [mbarnes@proseniors.org](mailto:mbarnes@proseniors.org)



Ohio Legal Assistance Foundation ★ 10 W. Broad Street, Suite 950 ★ Columbus, OH 43215  
614-715-8560 ★ [www.olaf.org](http://www.olaf.org)

# 1-866-529-6446