

# Year One By the Numbers

[WWW.ILAFLAN.ORG](http://WWW.ILAFLAN.ORG)



ILLINOIS  
ARMED FORCES  
LEGAL AID NETWORK

★ 855-452-3526 or 855-IL-AFLAN ★

**2,650**

people received legal assistance from the network

**6,289**

hotline calls answered by AFLAN attorneys

**3,000**

civil legal services provided

**9** IL-AFLAN member organizations prevented **111** people from experiencing homelessness and secured **\$1.28** million in financial benefits for their clients.

## MOST REQUESTED AREAS OF LAW:

Family (744)

Housing (587)

Military  
Pensions/Benefits  
(367)

Consumer/Utility  
(351)

## MOVING INTO YEAR TWO

**5**

new organizations join IL-AFLAN

**2,197**

people assisted in the first six months of year two

**800**

calls per month to the hotline on average

**5**

average number of minutes a caller waits before speaking to an attorney

## DETAILS

- A **statewide hotline** that provides legal information, advice, brief services (including the preparation and review of legal documents), and referrals to veterans, service members, national guard, reservists, and their spouses and dependents. The hotline acts as the hub of the network.
- **Uniform eligibility guidelines:** [80% of Chicago Area Median Income](#) (applies statewide), no dishonorable discharges, spouse or dependent can't use services in legal action adverse to veteran/service member, handles all civil legal issues but not criminal matters.
- **CALL 855-IL-AFLAN (855-452-3526) TO TALK TO AN ATTORNEY.** Call when you have time to talk and have any relevant documents in front of you. Most calls answered in 5 minutes; callers may schedule a call-back at 10 minutes if there is high call volume.