Key findings related to the civil legal needs and experiences of low-income veterans and other military personnel include the following:

- More than 1.7 million veterans have family incomes below 125% of FPL.¹
- 71% of low-income households with veterans or other military personnel experienced a civil legal problem in the past year, including 21% that have experienced 6+ problems.²
- LSC-funded legal aid organizations provided legal services to low-income households with veterans for about 41,000 cases in 2016.³
- The most common types of civil legal problems for low-income households with veterans and other military personnel include: health (38%), consumer and finance (36%), and employment (20%).²
- Low-income veterans and other military personnel seek professional legal help for 21% of their civil legal problems, receiving inadequate or no professional legal help for an estimated 88% of all their problems.²
- The top reasons low-income veterans and other military personnel give for not seeking legal help include the following:²
  - Not knowing where to look or what resources were available (29%)
  - Deciding to deal with problem on their own (25%)
  - Wasn’t sure if it was a legal issue (18%)

Low-income veterans and other military personnel received inadequate or no professional legal help for 88% of their civil legal problems in 2017.

Bud | West Virginia | Veteran Benefits | Bud is a 68 year-old Vietnam veteran who had been receiving his Marine pension benefits for the past eight years. After a government clerk keyed in the wrong social security number, his benefits were suspended. Moreover, the Department of Veterans Affairs (VA) deemed the money he had been receiving as overpayment and threatened action against him. Bud tried to correct his record, but he was having a difficult time and, meanwhile, his savings were being depleted. An attorney with an LSC grantee’s Veteran’s Assistance Program worked with the Social Security office, the VA, and the Internal Revenue Service, and was eventually able to establish Bud’s identity, win reinstatement of his pension, and resolve the false overpayment issue.

Source: LSC Client Success Stories.