

## 2-1-1 Crisis Hotline & Information Center

Welcome to the 2-1-1/Crisis Hotline, a program of Pathways of Central Ohio!

Dial 2-1-1

Text your zip code to 898211

Search for Resources



2-1-1 is one simple, easy-to-remember number to connect you to all the help and information you need in Knox, Licking, Marion, Morgan, Muskingum, Perry, Pickaway and Washington Counties.

Just like 9-1-1 eliminated the need to remember the number to call the fire and police, 2-1-1 is the number to dial when you want to be connected to a wide variety of social, human and governmental services. Here is a list of some of the things 2-1-1 can help you with:

- Food
- Shelter/housing
- Financial assistance with mortgage, rent or utility payments
- Medication assistance
- Transportation
- Substance abuse
- Mental illness
- Elder services
- Relationships
- Suicide and Depression

- Employment
- Health and dental care
- Legal assistance
- Child and Elder Abuse
- Domestic Violence
- Child Care/Parenting
- Disaster Recovery
- Crisis intervention
- Veteran services
- Volunteer opportunities
- Donations
- And many more!

2-1-1 is a free and confidential referral service staffed by exceptional people who are able to stay professional, calm, and compassionate as they interact with callers who may be facing one of the most difficult days of their lives. Last year alone, we helped more than 32,000 of our neighbors navigate a complex web of resources and systems and get the help they needed quickly.

#### How to Contact the 2-1-1/Crisis Hotline]

**By Phone:** For residents of in Licking, Knox, Muskingum, Perry, Morgan, Pickaway and Washington Counties, the 2-1-1/Crisis Hotline can be reached 24 hours a day, 7 days a week by simply dialing 2-1-1 on your landline telephone and most cell phones. You may also dial (800) 544-1601 and, in Licking County, (740) 345-HELP (4357).

In Marion County, the crisis hotline can be reached 24 hours a day, 7 days a week by dialing (740) 383-CARE (2273) or (800) 544-1601.

NOTE: 2-1-1 availability and service may vary depending on your cellular, cable or VOIP telephone services provider.

Very rarely, you may find yourself in queue if call volume is high. You are encouraged to hold, as your wait should not be that long. Multi-lingual services are provided.

**By TDD/TTY (Text Telephone):** Speech and hearing-impaired persons may call the Ohio Relay Service at (800) 750-0750.

**By Text:** Simply text your zip code to 898211, 24 hours a day, 7 days a week . (This service is not available in Marion County.)

**By Internet:** The 2-1-1/Crisis Hotline database of over 1060 agencies and 4902 programs is also accessible on-line at [www.referweb.net/chic](http://www.referweb.net/chic). The referral database includes resources for Knox, Licking, Marion, Morgan, Muskingum, Perry, Pickaway and Washington Counties, some surrounding areas, the state of Ohio and the United States.

**Would you like your organization to be considered for the database?** Contact our administrative offices at 740-345-6166 for more information or send an email to [mail@pathwaysco.org](mailto:mail@pathwaysco.org). To view our inclusion/exclusion policy, click [here](#).

#### Other Services Offered by the 2-1-1/Crisis Hotline]

##### Answering Services

The 2-1-1/Crisis Hotline provides a cost-effective way for social service agencies to remain available to their clients after-hours. Some of the local organizations served by Pathways include the Licking County Coalition for Housing, the Main Place, LAPP, the Licking County Board of Development Disabilities, New Directions, Winter Sanctuary, Life & Purpose Behavioral Health Services, and many more. Contact our administrative offices at 740-345-6166 for more information on how Pathways can help you meet the needs of your clients.

##### Recovery Line

The Recovery Line offers support and coaching for people who are recovering from a variety of mental health issues. The Crisis Response Specialists are there at time when the counselor or case manager may not be available.

The Recovery Line works in conjunction with mental health professionals to support the recovery plans that have been negotiated with callers. If you are in recovery and would like some extra support with your plan, call 2-1-1 to find out how we can help. If you are a mental health professional and have a client that could benefit from the Recovery Line, call our administrative offices at 740-345-6166 during normal business hours. This is a free service.

##### Resource Directories

Pathways creates specialized resource directories such as the ones listed here. If there is a specialized directory we can create for your organization, call our administrative offices at 740-345-6166 during normal business hours.

- [Downtown Newark Emergency Services Guide](#) (8.5 x 11) updated 05/2019  
[Knox County Emergency Services Guide](#) (8.5 x 11) updated 1/2019  
[Licking County Re-Entry Resources Guide](#) (8.5 x 14) updated 07/2019  
[Western Licking County Emergency Services Guide](#) (8.5 x 14) updated 4/2018

- [2-1-1 Foreclosure Resource Sheet](#)  
[2-1-1 Economic Hardship Flier](#)  
2-1-1 Monthly Community Report  
[Report Archives](#) link here

This Community report is for Licking and Knox Counties and provides monthly statistics regarding requests received and services provided. We have also listed some other statistics, new agency information, and highlighted special programs/services available to our callers.



Pathways of Central Ohio is a contract agency of Mental Health & Recovery for Licking and Knox Counties, the United Way of Muskingum, Perry and Morgan Counties, the United Way Alliance of the Mid-Ohio Valley, the Washington County Behavioral Health Board, the Pickaway County General Health District and the Crawford-Marion ADAMH Board. It is a partner agency of the United Way of Licking County and the United Way of Knox County. Pathways is funded in part by the Ohio Department of Mental Health and Addiction Services, the Licking County Foundation and the Ohio Department of Health.