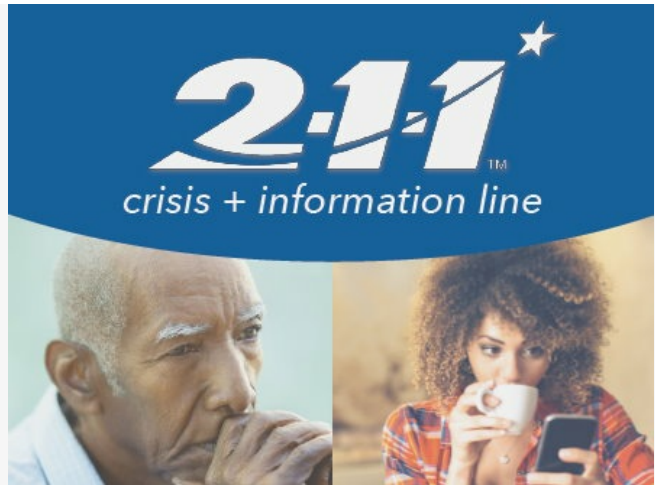


211 Community Report

December 2020

The 2-1-1 Community Monthly Report provides statistics regarding requests received, referrals, and data on unmet needs in Licking and Knox Counties. New or important agency information and/or highlights of special programs and services available in Licking and Knox Counties are included.

If you have questions about this report or would like to suggest a program for us to highlight, please contact Lyn Romano at lromano@pathwaysco.org or 740-345-6166 x200.



There are 3 ways to contact us for free, confidential assistance:

CALL 2-1-1, 345-HELP,
1-800-544-1601

TEXT your zip code to 898211

VISIT 211pathways.org



Get Connected. Get Help.™

For individuals/families facing eviction, looking for assistance with rent payments or those that may be dealing with utility shut offs due to the COVID-19 pandemic, please encourage them to call 2-1-1 for resources and a listening ear.

If your agency offers assistance in any of these areas, please email Lyn with the program details so we have as many resources as possible to give out to our callers.



The IRS's Volunteer Income Tax Assistance (VITA) program offers free basic tax return preparation to qualified individuals.

The VITA program has operated for over 50 years, offering free tax help to:

- People who generally make \$57,000 or less
- Persons with disabilities; and
- Limited English-speaking taxpayers who need assistance in preparing their own tax returns.

The VITA program offers free tax help, particularly for those who are 60 years of age and older. While the IRS manages the VITA program, the VITA sites are managed by IRS partners and staffed by their volunteers who want to make a difference in their communities. The IRS-certified volunteers who provide tax counseling are often retired individuals associated with non-profit organizations that receive grants from the IRS.

VITA services are not only free, they are also a reliable and trusted source for preparing tax returns. All VITA volunteers who prepare returns must take and pass tax law training that meets or exceeds IRS standards. This training includes maintaining the privacy and confidentiality of all taxpayer information. In addition to requiring volunteers to certify their knowledge of the tax laws, the IRS requires a quality review check for every return prepared at a VITA site prior to filing.

Contact Information for VITA locations in your community:

Knox County United Way - 740-397-5721 - Mon-Thu 9am-4pm.

Call to set up a curbside appointment, KCUW Way offers evening and Saturday appointments on a first call, first serve basis.

Licking County Coalition for Housing - 740-345-1970 - Mon-Fri 8:30am-4:30pm

Taxpayers must schedule a short appointment to drop-off their documents and complete paperwork.

Beginning January 25, 2021, call 740-345-1970 ext. 200 to schedule an appointment or to arrange for a drop-off.

COVID-19 Vaccination Information



The Licking County Health Department (LCHD) announces its COVID-19 vaccine registration hotline phone number for eligible individuals to call and request a COVID-19 vaccine appointment.

LCHD's COVID-19 Vaccine Hotline is operational between 9 am and 3 pm, Monday through Friday. If individuals call between 9 am and 3 pm on a weekday, they will be asked to hold for the next available representative to assist in scheduling an appointment or answering COVID-19-related questions.

At this time, LCHD will only schedule COVID-19 vaccine appointments for eligible individuals who are age 80+ and born on or before January 18, 1941. Vaccination appointments will be scheduled as the vaccine supply allows. Due to the limited supply, vaccinations will only be provided to those with appointments.

When a COVID-19 vaccine appointment is scheduled, our registration staff will inform the eligible individual of the next steps. This includes where our remote drive-through clinic is located, what time to arrive, what to expect, what documents to bring; photo ID and insurance information, how to access our registration form ahead of time, and details about our observation area after being vaccinated.

LCHD will administer vaccines by appointment only, as supply allows, to the first eligible tier of individuals age 80+ at a remote clinic location next Thursday, January 21. The clinic is a drive-through format allowing individuals to remain in their vehicle during while receiving their vaccine. Our staff will check-in each person at the clinic location, and those individuals who come to the clinic without an appointment will be asked to leave.

In the early stages of COVID-19 vaccine distribution, doses will be available in limited supply for specific critical populations first in a phased approach. Governor DeWine announced a tiered system for offering vaccinations to the estimated 2.2 million people who are eligible for the vaccine under this phase.

- The week of Jan. 19: Ohioans 80 years of age and older.
- The week of Jan. 25: Ohioans 75 years of age and older; those with severe congenital or developmental disorders.
- The week of Feb. 1: Ohioans 70 years of age and older; employees of K-12 schools that wish to remain or return to in-person or hybrid models.
- The week of Feb. 8: Ohioans 65 years of age and older.

LCHD will begin scheduling appointments for individuals in the age 75+ tier beginning Tuesday, January 19. Those individuals must be born on or before January 25, 1946 to be eligible. When a new age group begins, vaccinations likely will not be completed for the previous age group. It will take a number of weeks to distribute all of the vaccine given the limited doses available.

Please know that we are working as quickly as possible to administer shots to members of our local community. Phases 1A and 1B include more than 3.2 million Ohioans, so it will take us some time to get through these phases.

The state is allocating as much vaccine as possible to each county based on what Ohio receives from the federal allocation and based on Phase 1B population in the area. Based on the number of phone calls made to the LCHD office, there is a high demand from our area to receive the vaccine; however, we ask that residents please be patient as we work with a limited supply of vaccine as the vaccination process starts.

(from LCHD Press Release Jan. 15, 2021)

*Licking County Health Department
740-349-6535
www.lickingcohealth.org*

* * * * *

Knox Public Health, Knox Community Hospital (KCH) and Kroger have each received limited amounts of the COVID-19 vaccine and each will be distributing vaccine by appointment only. Because of the limited supply of vaccine, scheduling by appointment is the only way to ensure that a person will receive a vaccination.

In collaboration with Knox County Emergency Management Agency, Knox Public Health will distribute its vaccine allotment on Wednesday (Jan. 20) at the Mount Vernon High School Energy Field House. Knox Public Health has been compiling a list of those wanting the vaccine from email and phone requests. Those scheduled for the Wednesday clinic will be notified by phone or email with an appointment time. Anyone who has requested vaccine from Knox Public Health, but was not

scheduled for the Wednesday clinic due to limited vaccine, will receive notification for another clinic the following week when more vaccine is received. To make an appointment with Knox Public Health, call 740-399-8014 or send an email to info@knoxhealth.com indicating your name, age and a phone number.

Knox Community Hospital will administer COVID-19 vaccinations by appointment-only next week on Wednesday, Thursday and Friday (Jan. 20, 21, 22) from 1-5 p.m. each day; and on Sat., Jan 23 from 8 a.m. to noon. To make an appointment to get the vaccine at KCH, call 740- 399-3840 from 8 a.m. to 5 p.m. Monday through Friday.

Kroger will activate a helpline starting Saturday to answer questions about the COVID-19 vaccine and assist with appointments at the Kroger pharmacy. Kroger customers can visit kroger.com/ohiocovidvaccine or call the Kroger COVID-19 vaccine helpline at 866-211-5320 for the latest information on vaccine availability in their area.

Beginning next week, vaccine distribution at any location will be only for those residents age 80 and older. The week of Jan. 25, vaccinations will open up to those age 75 and older; the week of Feb. 1, vaccinations will be available for those age 70 and older; and the week of Feb. 8, vaccinations will open up for those age 65 and older. In Knox County, there are more than 10,000 people in these age categories.

(from KPH Press Release Jan. 14, 2021)

*Knox Public Health
Phone: 740-392-2200
www.knoxhealth.com*

For information about the State of Ohio's COVID-19 Vaccination program, click [here](#).

Knox and Licking County Call Totals for the Past 12 Months

| | Dec 19 | Jan 20 | Feb 20 | Mar 20 | Apr 20 | May 20 | Jun 20 | Jul 20 | Aug 20 | Sep 20 | Oct 20 | Nov 20 | Dec 20 |
|--------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Total Calls w/Follow Ups | 1213 | 1137 | 1020 | 1400 | 1064 | 1043 | 989 | 1046 | 969 | 998 | 962 | 969 | 955 |
| Knox | 275 | 288 | 281 | 369 | 382 | 409 | 339 | 339 | 251 | 250 | 283 | 237 | 262 |
| Licking | 938 | 829 | 739 | 1031 | 682 | 634 | 650 | 707 | 718 | 748 | 679 | 732 | 693 |

Both Knox and Licking Counties receive calls for the same types of services and agencies. The statistics below show the numbers of requested services and referrals given based on call data for your individual communities.

| Licking County Top Agencies - December | |
|--|----|
| FOOD PANTRY NETWORK OF LICKING COUNTY | 66 |
| LICKING COUNTY COALITION FOR HOUSING | 66 |
| LEADS COMMUNITY ACTION AGENCY | 63 |
| SAINT VINCENT DE PAUL CENTER | 55 |
| LICKING COUNTY COALITION OF CARE | 40 |
| LOOK UP CENTER | 36 |
| LICKING MEMORIAL HEALTH SYSTEMS | 35 |
| LICKING COUNTY JOB & FAMILY SERVICES | 34 |

| Knox County Top Agencies - December | |
|--|----|
| KNO-HO-CO-ASHLAND COMMUNITY ACTION | 21 |
| KNOX COUNTY JOB & FAMILY SERVICES | 16 |
| NEW DIRECTIONS | 15 |
| KNOX COMMUNITY HOSPITAL | 14 |
| CITY OF MOUNT VERNON POLICE DEPARTMENT | 13 |
| INTERCHURCH SOCIAL SERVICES | 11 |
| SALVATION ARMY OF MOUNT VERNON | 10 |
| SAINT VINCENT DE PAUL CATHOLIC CHURCH | 9 |

| Licking County Top Services - December | |
|--|-----|
| Individual, Family and Community Support | 137 |
| Mental Health/Addictions | 137 |
| Housing | 100 |
| Health Care | 86 |
| Food/Meals | 82 |
| Income Support/Assistance | 82 |
| Legal, Consumer and Public Safety Services | 50 |
| Utility Assistance | 33 |

| Knox County Top Services - December | |
|--|----|
| Mental Health/Addictions | 92 |
| Individual, Family and Community Support | 41 |
| Legal, Consumer and Public Safety Services | 31 |
| Health Care | 27 |
| Housing | 24 |
| Food/Meals | 22 |
| Income Support/Assistance | 13 |
| Utility Assistance | 12 |



December Unmet Needs from Call Statistics

Licking County

Holiday Programs
 Holiday Gifts/Toys
 Appliances

Knox County

Burial/Cremation Expense Assistance
 Christmas Programs
 Food Pantries

Online Resource Directory Statistics December - All Counties

| | |
|-------------------|------|
| Unique Visitors | 1229 |
| Total Site Visits | 2195 |
| Total Searches | 1648 |



Online Resource Directory Statistics December - Licking and Knox Counties

Below are some tips to help you with your Online Resource Directory search.

SEARCH Guide

* Add the location where you are looking for services. You can add the city and/or zip. By adding a zip code your results will sort by proximity to that zip code.

* Look for an Agency OR a Specific type of

Top Searches by City

Newark
 Mount Vernon
 Heath
 Pataskala
 Granville
 Hebron

Service.

- If you are looking for a specific Agency be sure to use the proper name. If you do not know the full name use the keyword field to search.

- Use the **Service Category** field to search for a service. Begin typing and we will suggest categories that are in our database.

* To narrow your results even further, use the **Area Served** field to only return results that are available in the area you are looking for help. You can enter a city or specific zip code.

* Click Search

Top Searches by Service

- Fresh Food
- Immigration/Naturalization Legal Services
- Food Pantries
- Rent Payment Assistance
- Alcohol Use Disorder Support Groups
- Eating Disorders Treatment

Top Searches by Agency

- Food Pantry Network of Licking County
- Licking County Hob/Family Services
- Salvation Army of Licking County
- John's Helping Hands - Buckeye Lake
- Salvation Army of Mount Vernon
- Kno-Ho-Co-Ashland Community Action

With all of the challenges we have faced in the past year, we want to thank you for being such wonderful community partners...It is because of your faith, support and commitment that we have all been able to accomplish the toughest targets...Looking forward to working together in the coming year. Wishing each and every one of you a very Happy New Year!!



The 2-1-1 /Crisis Hotline Certified Resource Database Curator, Lyn Romano, can assist agencies with questions about service and program listings in the Resource Database. Call or email her when you need assistance.

[Lyn Romano, CRS-DC | 740-345-6166](mailto:lromano@pathwaysco.org)
lromano@pathwaysco.org





United Way of
Licking County



United Way
of Knox County



**LICKING COUNTY
FOUNDATION**
