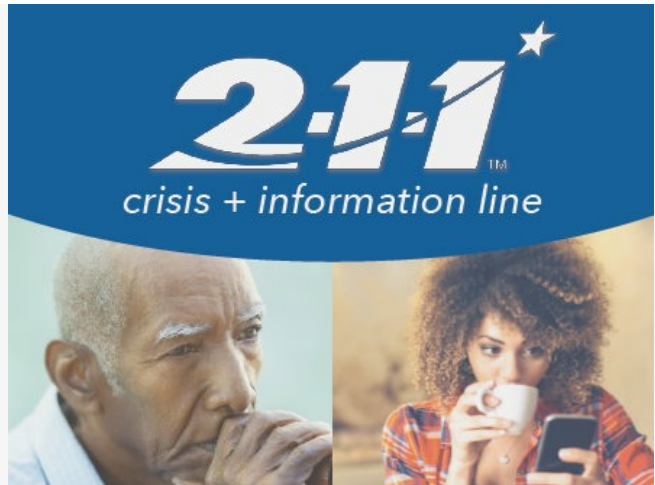


211 Community Report

January 2021

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



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.



February 11 (2/11) is National 2-1-1 Awareness Day!!

Every hour of every day, someone in our region needs essential services, regardless of their income. Whether you need help during disasters like a derecho, ice storm, even a pandemic, or in everyday situations such as finding free tax preparation sites, 2-1-1 powered by Pathways of Central Ohio helps you find important health and human services in your local community.

By dialing a free, easy-to-remember phone number, or texting your zip code to 2-1-1, callers reach trained specialists who identify their needs and offer them information on thousands of programs and services that specialize in meeting critical basic needs such as food and housing; physical and mental health resources; employment supports; assistance for older adults and people with disabilities; and support for children, youth and families.

As we celebrate National 2-1-1 Awareness Day, on February 11, the 2-1-1/Crisis Hotline of Pathways of Central Ohio would like to say thank you for joining our 2-1-1 network to help support many individuals, families, and communities. With your support, thousands of people throughout our region are connected to the resources they need every day and in crisis situations.

* Pathways 2-1-1/Crisis Hotline received 26,437 calls last year from people who needed help.

* Pathways 2-1-1/Crisis Hotline received 1689 calls from people requesting help due to COVID-19.

* Pathways 2-1-1/Crisis Hotline provides a vital link between service providers and those who most need assistance.

* Anyone who needs help in Knox, Licking, Morgan, Muskingum, Perry, Pickaway and Washington counties can reach Pathways 2-1-1/Crisis Hotline simply by dialing 2-1-1 on their telephone, or by texting their zip code to 898-211. Marion County residents can reach us by calling 740-383-2273.

* Anyone who calls the National Suicide Prevention Lifeline number (1-800-273-TALK) in the counties we serve will reach Pathways 2-1-1/Crisis Hotline's highly trained counselors.

* Pathways 2-1-1/Crisis Hotline's services are available 24 hours a day, 7 days a week, 365 days a year.

* Pathways 2-1-1/Crisis Hotline maintains an extensive service directory of 1,097 agencies and detailed listings of more than 6,450 services and programs to which callers can be referred. This information is available to the public either by calling 2-1-1 or on the Pathways 2-1-1/Crisis Hotline website at 211pathways.com.

* Over half of the callers contacting Pathways 2-1-1/Crisis Hotline were looking for access to basic needs including food assistance, medical care, housing, utility assistance or rent assistance.





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.

Knox and Licking County Call Totals for the Past 12 Months

	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21
Total Calls w/Follow Ups	1137	1020	1400	1064	1043	989	1046	969	998	962	969	955	975
Knox	288	281	369	382	409	339	339	251	250	283	237	262	265
Licking	829	739	1031	682	634	650	707	718	748	679	732	693	710

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 - January		Knox County Top Agencies - January	
LICKING COUNTY COALITION FOR HOUSING	67	KNO-HO-CO-ASHLAND COMMUNITY ACTION	21
SAINT VINCENT DE PAUL CENTER	60	NEW DIRECTIONS	19
LOOK UP CENTER	54	SALVATION ARMY OF MOUNT VERNON	18
LICKING COUNTY COALITION OF CARE	49	KNOX COMMUNITY HOSPITAL	16
LEADS COMMUNITY ACTION AGENCY	47	KNOX COUNTY JOB & FAMILY SERVICES	16
SALVATION ARMY OF LICKING COUNTY	46	KNOX PUBLIC HEALTH	14
LICKING MEMORIAL HEALTH SYSTEMS	45	SAINT VINCENT DE PAUL CATHOLIC CHURCH	12
LICKING COUNTY JOB & FAMILY SERVICES	36	CITY OF MOUNT VERNON POLICE DEPARTMENT	12

Licking County Top Services - January		Knox County Top Services - January	
Health Care	150	Mental Health/Addictions	81
Mental Health/Addictions	150	Health Care	56
Individual, Family and Community Support	116	Individual, Family and Community Support	34
Housing	103	Legal, Consumer and Public Safety Services	28
Income Support/Assistance	86	Housing	25
Legal, Consumer and Public Safety Services	56	Income Support/Assistance	21
Food/Meals	40	Food/Meals	16
Utility Assistance	32	Information Services	7



January Unmet Needs from Call Statistics

Licking County

- Exercise Classes/Groups
- Mortgage Payment Assistance
- Transportation Expense Assistance
- Utility Service Payment Assistance

Knox County

- Adult Day Program Centers
- Homeless Shelter

Online Resource Directory Statistics January - All Counties

Unique Visitors	1150
Total Site Visits	2026
Total Searches	1541



Online Resource Directory Statistics January - 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 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 City

Newark
Mount Vernon
Saint Louisville
Heath
Utica
Pataskala

Top Searches by Service

Fresh Food
Food Pantries
Immigration/Naturalization Legal Services
Utility Service Payment Assistance
Alcohol Use Disorder Support Groups
General Clothing Provision

Top Searches by Agency

Food Pantry Network of Licking County
Licking County Job/Family Services
Ohio State Highway Patrol
COVID-19 Community Resource Bulletin Board
Ohio Department of Job/Family Services
Southeastern Ohio Legal Services



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

PATHWAYS OF CENTRAL OHIO



United Way of
Licking County



United Way
of Knox County



**LICKING COUNTY
FOUNDATION**