

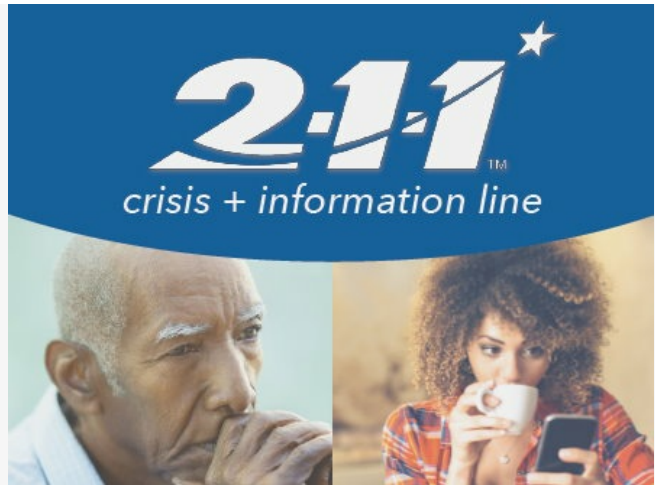
# 211 Community Report

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July 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](mailto: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](https://211pathways.org)



## New Guiding Light PSA for 211

To help more people learn about 211 as a resource, the Ad Council, United Way Worldwide and the Rockefeller Foundation have announced a new partnership and campaign to launch a new Public Service Announcement (PSA) titled *Guiding Light*. The *Guiding Light* campaign aims to encourage those who may still be feeling the

economic, social and other impacts in the wake of the pandemic to call 211 or visit [211pathways.org](https://211pathways.org) for support and resources.

Here in Licking and Knox Counties, the problems of COVID-19 aren't over. Unfortunately, there are many people who don't know how to access the local resources to help them navigate challenges they may be facing. 211 is the go-to resource, but more people need to know about it, and Pathways is grateful that the *Guiding Light* PSA will help more people in Licking and Knox Counties get access to the services that could help them on the path to recovery.

The *Guiding Light* campaign illustrates 211 as the guiding light for families who are struggling financially or emotionally. From food assistance and help paying bills to health care answers and mental health resources, 211 can be the guiding light when times get dark. To view the PSA, go to <https://youtu.be/3tMAGpULXHY>

To learn more about 211 and ways it can help, visit [211pathways.org](https://211pathways.org). If you are seeking assistance, you can call 211 to speak to a specialist directly about accessing public and private resources. You can also text your zip code to 898211 to receive resources.



The Consumer Financial Protection Bureau (CFPB) has developed a new look up tool that allows renters to find information on rental assistance in their area. The [Rental Assistance Finder](#) was designed by the CFPB to help renters and landlords find their local program and apply for assistance.

For more general information about the Emergency Rental Assistance program, [visit the unified federal housing assistance portal hosted by the Consumer Financial Protection Bureau.](#)

# Worried about **RENT?**

## Learn how to **APPLY** for **COVID RENT RELIEF**



**cfpb** Consumer Financial  
Protection Bureau

A government agency

If you're a renter having trouble paying your rent, utilities, or other housing costs – or if you're a landlord trying to stay afloat with tenants in this situation – help may be available. State and local programs are distributing billions of dollars in rental assistance to help renters stay housed during the pandemic.

Visit the [CFPB's Rental Assistance Finder](#) to find out what this means for you and what you can do. The CFPB's site also includes resources to help renters and landlords understand other resources to help navigate various financial hardships related to the pandemic.

Knox and Licking County Call Totals for the Past 12 Months

	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21
Total Calls w/Follow Ups	1046	969	998	962	969	955	975	887	911	738	862	950	940
Knox	339	251	250	283	237	262	265	215	203	190	218	251	222
Licking	707	718	748	679	732	693	710	672	708	548	644	699	718

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 - JULY	
LOOK UP CENTER	51
SAINT VINCENT DE PAUL CENTER	44
LICKING MEMORIAL HEALTH SYSTEMS	40
LICKING COUNTY COALITION FOR HOUSING	38
SALVATION ARMY OF LICKING COUNTY	37
LEADS COMMUNITY ACTION AGENCY	35
LICKING COUNTY COALITION OF CARE	35
LICKING COUNTY JOB & FAMILY SERVICES	27

Knox County Top Agencies - JULY	
NEW DIRECTIONS SHELTER	25
KNO-HO-CO-ASHLAND COMMUNITY ACTION	17
SALVATION ARMY OF MOUNT VERNON	14
KNOX COUNTY JOB & FAMILY SERVICES	13
SAINT VINCENT DE PAUL SOCIETY	13
CITY OF MOUNT VERNON POLICE DEPARTMENT	9
KNOX COMMUNITY HOSPITAL	7
INTERCHURCH SOCIAL SERVICES	5

Licking County Top Services - JULY	
Individual, Family and Community Support	157
Mental Health/Addictions	120
Health Care	105
Housing	87
Income Support/Assistance	71
Legal, Consumer and Public Safety Services	48
Food/Meals	37
Information Services	37

Knox County Top Services - JULY	
Mental Health/Addictions	93
Health Care	27
Individual, Family and Community Support	24
Legal, Consumer and Public Safety Services	19
Housing	17
Income Support/Assistance	13
Food/Meals	11
Utility Assistance	10



### July Unmet Needs from Call Statistics

#### *Licking County*

Household Goods Donation Programs  
 Veterinary Care Expense Assistance  
 Water Service Payment Assistance

#### *Knox County*

Rental Deposit Assistance

### Online Resource Directory Statistics July - ALL Counties

Unique Visitors ... 1413  
 Total Site Visits ... 2666  
 Total Searches ... 2005



Online Resource Directory  
 Helpful Search Hints

Online Resource Directory Statistics  
 July - Licking and Knox Counties


Service Keyword

Search using Service Keyword when you know one of the words in a service term. For example, searching with the words rent will help you find the service term rent payment assistance.

#### Agency/Program Name

Search using Agency/Program Name when you know one of the words in a service provider name or program name. For example, search with the words red and cross to find American Red Cross locations and see what services are offered.

#### Guided Search

Search using Guided Search when you are uncertain of the service term. Services are grouped by categories to assist you in finding the particular service need. Click the  to see a definition of the service terms you find.

#### Top Searches by City

Newark  
Heath  
Mount Vernon  
Granville  
Johnstown  
Centerburg

#### Top Searches by Service

Free School Supplies  
Homeless Drop In Centers  
Residential Substance Use Disorder Treatment  
Reckless Driving Reporting  
General Clothing Provision  
Fresh Food

#### Top Searches by Agency

Free School Supplies 2021/2022  
Food Pantry Network  
Licking Memorial Health Systems  
COVID-19 Community Bulletin Board  
Kno-Ho-Co-Ashland Community Action  
Food Pantries - Knox County

*"Coming together is a beginning, staying together is progress, and working together is success."*

- Henry Ford



The 2-1-1 /Crisis Hotline Program Director, Amy Henning, is available to answer questions and provide public awareness to your organization about the 2-1-1 / Crisis Hotline and the services provided.

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Amy Henning, MSSA, LSW | 740-345-6166  
[ahenning@pathwaysco.org](mailto:ahenning@pathwaysco.org)

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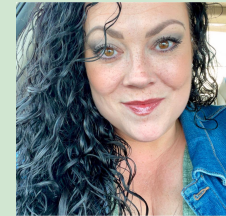


The 2-1-1 /Crisis Hotline Certified Resource Database Curator, Lyn Romano, can assist agencies with questions about service and program listings in the Resource Database. Call or email her when you need assistance.

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

The 2-1-1 /Crisis Hotline Resource Database Assistant, Andrea Smith, works alongside our Database Curator to keep the service and program listings updated in the Resource Database. Call or email her when you need assistance.



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Andrea Smith, Resource Assistant | 740-345-6166  
[asmith@pathwaysco.org](mailto:asmith@pathwaysco.org)



United Way of  
Licking County



United Way  
of Knox County



**LICKING COUNTY  
FOUNDATION**