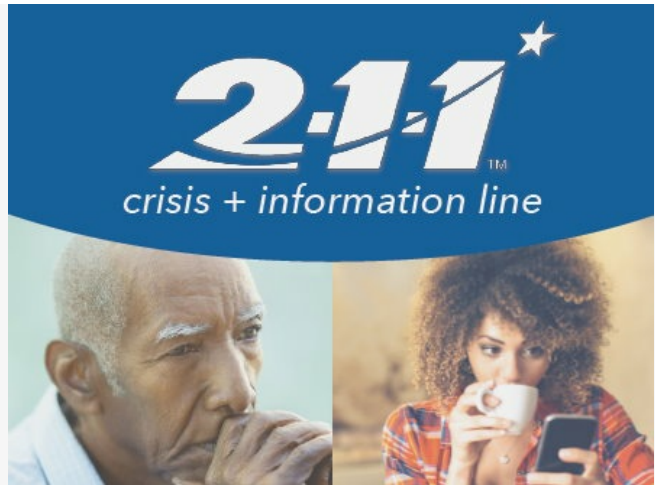


# 211 Community Report

December 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](http://211pathways.org)



## Ohio Medicaid Managed Health Care Plans

Ohio Medicaid delivers health care coverage to more than 3 million Ohio residents. Of those, more than 90% receive coverage through one of five MCOs - Buckeye Health Plan, CareSource, Molina Healthcare, Paramount Advantage, or UnitedHealthCare Community Plan.

Comparison Chart: <https://www.ohiomh.com/Documents/OhioMedicaidComparisonChart.pdf>





Buckeye Health Plan has a commitment to improving the health of the community one individual at a time through affordable and reliable health care plans. Buckeye Health Plan does this through our focus on the individual, whole health and local involvement.

Contact:  
866-246-4358  
[www.buckeyehealthplan.com](http://www.buckeyehealthplan.com)

CareSource is nationally recognized for leading the industry in providing member-centric health care coverage. The CareSource mission of making a lasting difference in members' lives by improving their health and well-being was the catalyst for developing several programs that target social determinants of health. The CareSource Life Services® program is designed to enhance the economic outcome of our members by addressing their unique needs through life coaching, access to resources, and job opportunities.

Contact:  
Jeffrey Lemichuk  
(614) 507-9430  
[Jeffrey.Lemichuk@caresource.com](mailto:Jeffrey.Lemichuk@caresource.com)

Molina Healthcare contracts with state governments and serves as a health plan, providing a wide range of quality health care services to families and individuals who qualify for government-sponsored programs, including Medicaid and the State Children's Health Insurance Program (SCHIP).

Contact:  
800-642-4168  
[www.molinahealthcare.com](http://www.molinahealthcare.com)



As one of the five Medicaid managed care plans in Ohio, we serve members across the state who qualify for Medicaid health insurance. We cover more than 237,000 members. Paramount offers members free transportation, rewards programs to earn prizes and money for taking care of your health, top-notch customer service and dedicated employees who care about their clients well-being.

Contact:  
800-462-3589  
[www.paramounthealthcare.com](http://www.paramounthealthcare.com)



UnitedHealthcare's Ohio Medicaid plan covers eligible families, pregnant women of any age, infants, children and adults. The plan also offers extra support and care to adults and children with a disability, long-term illness or special health care needs. Members must choose a primary care doctor from our network. Plus get access to a 24/7 nurse advice hotline, health education materials and extras.

Contact:  
888-494-0340  
[www.uhccommunityplan.com/oh](http://www.uhccommunityplan.com/oh)



VITA sites offer free tax help to people who need assistance in preparing their own tax returns, including:

- People who generally make \$8,000 or less
- Persons with disabilities; and
- Limited English-speaking taxpayers



AARP Foundation Tax-Aide provides in-person and virtual tax assistance to anyone, free of charge, with a focus on taxpayers who are over 50 and have low to moderate income.

Tax-Aide volunteers are located nationwide, and are trained and IRS-

In addition to VITA, the TCE program offers free tax help, particularly for those who are 60 years of age and older, specializing in questions about pensions and retirement-related issues unique to seniors.

[VITA Locator Tool](#)  
or call 800-906-9887

*United Way of Knox County*  
305 East High Street, Mount Vernon  
740-397-5721  
January 25 – April 14, 2022.  
Mon 9am-12pm & 1pm-4pm;  
Tue 1pm-4pm.  
Limited evening and weekend times may be available. Call for more information.

*Licking County Coalition for Housing*  
2022 Preliminary schedule:  
\*Mondays, January 31-April 11,  
10:30am-5:15pm (in-person) at the  
Licking County Library (Main)  
101 West Main Street, Newark  
\*Wednesdays, February 2-April 13,  
9:30am-3:30pm (in-person) at  
Ohio Means Jobs  
998 East Main Street, Newark  
\*Thursdays, February 3-April 14 4pm-  
7:15pm (drop-off) at  
LCCH Offices at  
23 South Park Place, Suite 200, Newark  
\*Saturdays, February 5-April 9, 9am-  
12pm (in-person) at  
LCCH Offices at  
23 South Park Place, Suite 200, Newark

certified every year to make sure they know about and understand the latest changes and additions to the tax code. Tax-Aide sites open early February for the 2022 tax season.

[AARP Foundation Tax-Aide Locator](#)  
or call 888-227-7669

#### Other Resources:

*City of Newark Tax Department*  
Free City Tax Preparation  
Phone: 740-670-7580  
citytax@newarkohio.net  
Walk-ins or by appointment.  
Monday – Tuesday 8am-4:30pm  
Wednesday 11:30am-4:30pm  
Thursday – Friday 8am-4:30pm

*City of Mount Vernon Tax Department*  
Free City Tax Preparation  
Phone: 740-393-9524  
taxadmin@mountvernonohio.org  
Call for appointment.  
Monday – Friday 8am-4pm

*United Way Worldwide*  
MyFreeTaxes provides free state and federal tax preparation and filing assistance for qualified individuals. It's easy, safe, secure and 100 percent free. The online and in-person tax preparation and filing services have helped millions of families.  
[www.myfreetaxes.com](http://www.myfreetaxes.com)

## Friday, 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 23,073 calls in 2021 from people who needed help.
- \* Pathways 2-1-1/Crisis Hotline received over 750 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 Athens, Crawford, Guernsey, Knox, Licking, Marion, Monroe, Morgan, Muskingum, Noble, Perry, Pickaway, Washington and Wyandot 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 1,095 agencies and detailed listings of more than 6,500 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](http://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.

### Knox and Licking County Call Totals for the Past 12 Months

	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21	Sep 21	Oct 21	Nov 21	Dec 21
<b>Total Calls w/Follow Ups</b>	955	975	887	911	738	862	950	940	994	1144	1066	1009	1038
<b>Knox</b>	262	265	215	203	190	218	251	222	246	305	275	233	227
<b>Licking</b>	693	710	672	708	548	644	699	718	748	839	791	776	811

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	
LEADS COMMUNITY ACTION AGENCY	54
SAINT VINCENT DE PAUL CENTER	50
SALVATION ARMY OF LICKING COUNTY	48
LICKING COUNTY COALITION FOR HOUSING	45
LOOK UP CENTER	42
SAINT FRANCIS DE SALES CATHOLIC CHURCH	37
LICKING COUNTY COALITION OF CARE	36
LICKING COUNTY DEPT JOB/FAMILY SERVICES	27

Knox County Top Agencies - DECEMBER	
KNO-HO-CO-ASHLAND COMMUNITY ACTION	19
SALVATION ARMY OF MOUNT VERNON	12
KNOX COUNTY DEPT JOB/FAMILY SERVICES	11
KNOX METROPOLITAN HOUSING AUTHORITY	10
NEW DIRECTIONS SHELTER	8
INTERCHURCH SOCIAL SERVICES	7
SAINT VINCENT DE PAUL SOCIETY	6
KNOX COMMUNITY HOSPITAL	4

Licking County Top Services - DECEMBER	
Individual, Family and Community Support	206
Housing	99
Mental Health/Addictions	95
Health Care	85
Income Support/Assistance	69
Food/Meals	46
Utility Assistance	46
Legal, Consumer and Public Safety Services	42

Knox County Top Services - DECEMBER	
Mental Health/Addictions	70
Individual, Family and Community Support	31
Housing	28
Legal, Consumer and Public Safety Services	18
Health Care	17
Income Support/Assistance	13
Food/Meals	9
Utility Assistance	8



### December Unmet Needs from Call Statistics

#### Licking County

- General Furniture Provision
- Diapers
- Home Maintenance and Minor Repair Grants/Loans

#### Knox County

- Holiday Gifts/Toys

### Online Resource Directory Statistics December - ALL Counties

Unique Visitors ● 899  
 Total Site Visits ■ 1214  
 Total Searches ■ 1527



### Online Resource Directory Helpful Search Hints

#### 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.

### Online Resource Directory Statistics December - Licking and Knox Counties

#### Top Searches by City

- Newark
- Mount Vernon
- Pataskala
- Granville
- Centerburg

## 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.

Fredericktown

## Top Searches by Service

General Clothing Provision  
Food Pantries  
Rent Payment Assistance  
Emergency Food  
Furniture/Home Furnishing Donation Programs  
Adult Protective Intervention/Investigation

## Top Searches by Agency

Food Pantry Network of Licking County  
Knox/Licking Goodwill Industries  
Licking County Coalition for Housing  
Knox County Dept. Job/Family Services  
Interchurch Social Services  
Knox Public Health

**There's nothing more  
rewarding than giving  
back and making a  
difference in the lives of  
people in this great  
community.**

Frank Guzzetta

QUOTEHD.COM

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)



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.



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**