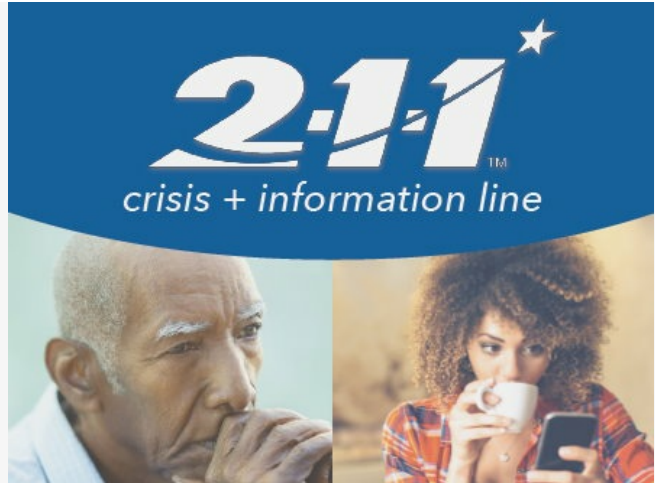


211 Community Report

January 2022

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



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.



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- * 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.
 - * 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 Advocates for Ohio's Future released a 2022 Poverty Level Scorecard & Public Benefits Eligibility Infographic about crucial public programs. These safety net programs have supported more Ohioans than ever during these challenging times.

Ohio Works First (OWF)



- › Cash assistance program funded through the Temporary Assistance for Needy Families (TANF) Block Grant. Majority of cases are child-only.
- › Gross Income Eligibility Limit: **50% FPL**
- › Income Limit for Family of Four: \$13,875

Supplemental Nutrition Assistance Program (SNAP)

- › Monthly hunger assistance program
- › Gross Income Eligibility Limit: **130% FPL**
- › Income Limit for Family of Four: \$36,075
- › Net Income Eligibility Limit: **100% FPL**



Medicaid



- › Health insurance for low-income Ohioans, pregnant women, infants and children, older adults and Ohioans with disabilities
- › Gross Income Eligibility Limit: **138% FPL**
- › Income Limit for Family of Four: \$38,295

Publicly Funded Child Care (PFCC)

- › Child care subsidy program for Ohio families
- › Initial Eligibility Income Limit: **142% FPL**
- › Income Limit for Family of Four: \$39,405
- › Children with Special Needs Income Limit: **150% FPL**
- › Income Limit for Family of Four with Special Needs: \$41,625



Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)



- › Health and nutrition program for women, breastfeeding mothers and children under five
- › Gross Income Eligibility Limit: **185% FPL**
- › Income Limit for Family of Four: \$51,338

Ohio Program Enrollment

As of October 2021

OWF <i>Individuals</i>	SNAP <i>Individuals</i>	Medicaid <i>Individuals</i>	PFCC <i>Families</i>	WIC <i>Individuals</i>
75,656	1,514,572	3,297,751	54,074	158,550

Gross income = income before taxes and/or deductions
Net income = income after taxes and/or deductions



Knox and Licking County Call Totals for the Past 12 Months

	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21	Sep 21	Oct 21	Nov 21	Dec 21	Jan 22
Total Calls w/Follow Ups	975	887	911	738	862	950	940	994	1144	1066	1009	1038	1253
Knox	265	215	203	190	218	251	222	246	305	275	233	227	246
Licking	710	672	708	548	644	699	718	748	839	791	776	811	1007

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	
SAINT VINCENT DE PAUL CENTER	84
LICKING COUNTY COALITION FOR HOUSING	56
LICKING COUNTY COALITION OF CARE	56
SALVATION ARMY OF LICKING COUNTY	53
LEADS COMMUNITY ACTION AGENCY	52
FOOD PANTRY NETWORK	47
LOOK UP CENTER	46
SAINT FRANCIS DE SALES CATHOLIC CHURCH	39

Knox County Top Agencies - JANUARY	
KNO-HO-CO-ASHLAND COMMUNITY ACTION	23
NEW DIRECTIONS SHELTER	19
SALVATION ARMY OF MOUNT VERNON	12
KNOX COUNTY DEPT JOB/FAMILY SERVICES	11
WINTER SANCTUARY SHELTER	10
SAINT VINCENT DE PAUL SOCIETY	8
CITY OF MOUNT VERNON POLICE DEPT	7
ALCOHOL & DRUG FREEDOM CENTER	6

Licking County Top Services - JANUARY	
Individual, Family and Community Support	189
Housing	125
Mental Health/Addictions	113
Income Support/Assistance	105
Disaster Services	102
Health Care	101
Food/Meals	69
Legal, Consumer and Public Safety Services	58

Knox County Top Services - JANUARY	
Mental Health/Addictions	89
Housing	32
Individual, Family and Community Support	30
Health Care	26
Legal, Consumer and Public Safety Services	25
Food/Meals	13
Income Support/Assistance	12
Other Government/Economic Services	8



January Unmet Needs from Call Statistics

Licking County

Gas Money
General Appliance Provision
General Furniture Provision

Knox County

Homeless Shelter
Internet Service Payment Assistance

Online Resource Directory Statistics January - ALL Counties

Unique Visitors ○ 933
Total Site Visits ... 1254
Total Searches ... 1840



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.

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.

Online Resource Directory Statistics January - Licking and Knox Counties

Top Searches by City

Newark
Mount Vernon
Granville
Heath
Utica
Pataskala

Top Searches by Service

General Clothing Provision
Food Pantries
Homeless Shelters
Fresh Food
Housing Expense Assistance
Homeless Permanent Supportive Housing

Top Searches by Agency

Food Pantry Network of Licking County
Licking County Coalition for Housing
Licking County Dept. Job/Family Services
Knox/Licking Goodwill Industries
Knox Metropolitan Housing Authority
Kno-Ho-Co-Ashland Community Action



is available to answer questions and provide public awareness to your organization about the 2-1-1 / Crisis Hotline and the services provided.



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

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



United Way of
Licking County



United Way
of Knox County



**LICKING COUNTY
FOUNDATION**