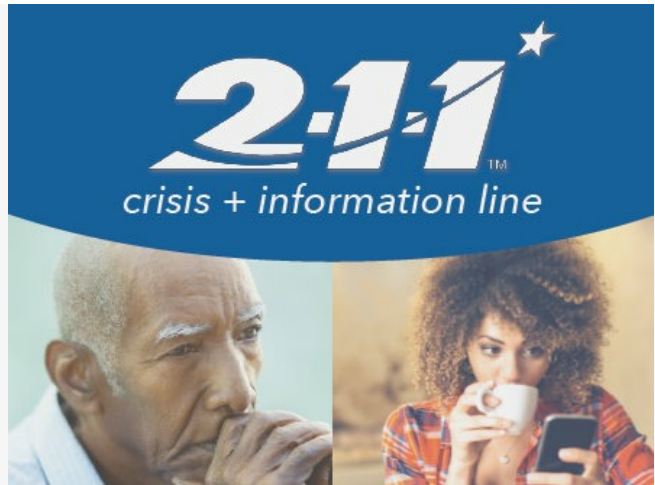


211 Community Report

October 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



I&R Day 2021 – Tuesday, November 16, 2021

Every day thousands of people find the help they need quickly, conveniently and free of charge because of Information and Referral (I&R) services. To recognize the importance of I&R in our community, Pathways is observing I&R Day on November 16.

Information and Referral is the art, science and practice of bringing people and services together and is an integral component of the health and human services sector.

People in search of critical services such as financial assistance, food, shelter, child care, jobs, or mental health support often do not know where to begin to get help, or they get overwhelmed trying to find what they need. Community information and referral providers connect people with resources that can help them with one simple phone call, text message, or website inquiry.

Pathways provides referrals and information to callers from communities in Central and Southeastern Ohio.

In late 2011, at the request of the Alliance of Information and Referral Services (AIRS), the United States Senate passed S.RES.241 designating November 16, 2011 as "National Information and Referral Services Day". AIRS is an international nonprofit professional association with more than 5000 individual, public and private I&R organizational members including Your Organization. Together, we have decided to continue celebrating I&R Day each November 16 and to extend it worldwide to raise public awareness and recognize the critical importance of the I&R field.

On Tuesday, call 2-1-1 or a local I&R office just to say thanks for the work they do every day. They may be unsung heroes but they don't have to be.

I&R DAY



Information & Referral

NOVEMBER 16



Ohio Medicaid Open Enrollment is here!

Ohio Medicaid managed care members are now able to change their plan by calling the Ohio Medicaid Consumer Hotline at 1-800-324-8680 or utilizing the **Ohio Medicaid Consumer Hotline Member Portal**.

You do not have to do anything if you want to keep your current Medicaid Managed Care Plan. The plans that are available during the 2021 Annual Open Enrollment are: Buckeye Health Plan, CareSource, Molina Health Care, Paramount Advantage, and United Health Care Community Plan.

Visit the **Ohio Medicaid Open Enrollment Webpage** for more information.

www.ohiomh.com

Thanksgiving Meals and Food Programs



Knox and Licking Counties:

Chalmers P. Wylie VA Clinic

Drive thru Thanksgiving Meal pickup for veterans
Saturday, November 20 - 9am-1pm
420 North James Road - Columbus

Knox County:

Centerburg Interchurch Social Services

Providing Thanksgiving Meal baskets.
Applications must be picked up and completed by November 19, 2021
Centerburg ISS - 40 North Clayton Street - Centerburg

Main Place

Free Soup Kitchen Thanksgiving Dinner
Walk-ins, 11:30am Monday, November 22

Licking County:

Crossroads Crusaders

Community Thanksgiving Dinner
Saturday, November 20 - 12pm-2pm
American Legion Hall - 85 South 6th Street - Newark
www.facebook.com/CrossroadsCrusadersMobileOutreach

Look Up Center

Thanksgiving meal delivery
Thanksgiving Day, November 25
Call to register for meal delivery by November 19
Volunteers needed, call 740-345-6026, email beth@lookupcenter.org
or go to www.facebook.com/whentheylookedup

Reynoldsburg UMC

Free Drive-thru Thanksgiving Meal
Thanksgiving Day, November 25 - 10am-3pm
Register online www.reynoldsburgumc.com

Salvation Army of Licking County

Free Thanksgiving Meals To-Go
Thanksgiving Day, November 25 - 11:30am-1:30pm
250 East Main Street - Newark

Veterans Service Commission

Call to sign up for Thanksgiving Meal assistance
Military ID required
740-670-5430

Knox and Licking Call Totals for the past 12 Months

	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21	Sep 21	Oct 21
Total Calls w/Follow Ups	962	969	955	975	887	911	738	862	950	940	994	1144	1066
Knox	283	237	262	265	215	203	190	218	251	222	246	305	275
Licking	679	732	693	710	672	708	548	644	699	718	748	839	791

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 - OCTOBER

SAINT VINCENT DE PAUL CENTER	67
LOOK UP CENTER	53
LICKING COUNTY COALITION FOR HOUSING	51
LEADS COMMUNITY ACTION AGENCY	49
LICKING COUNTY COALITION OF CARE	47
SALVATION ARMY OF LICKING COUNTY	43
FOOD PANTRY NETWORK OF LICKING COUNTY	32
LICKING MEMORIAL HEALTH SYSTEMS	32

Knox County Top Agencies - OCTOBER

KNO-HO-CO-ASHLAND COMMUNITY ACTION	26
SALVATION ARMY OF MOUNT VERNON	15
NEW DIRECTIONS SHELTER	14
SAINT VINCENT DE PAUL SOCIETY	12
CITY OF MOUNT VERNON POLICE DEPARTMENT	11
INTERCHURCH SOCIAL SERVICES	9
KNOX COUNTY DEPT JOB/FAMILY SERVICES	9
KNOX COUNTY COMMUNITY HEALTH CENTER	8

Licking County Top Services - OCTOBER

Individual, Family and Community Support	167
Mental Health/Addictions	144
Health Care	111
Housing	106
Income Support/Assistance	84
Food/Meals	47
Legal, Consumer and Public Safety Services	41
Utility Assistance	34

Knox County Top Services - OCTOBER

Mental Health/Addictions	94
Individual, Family and Community Support	35
Housing	29
Legal, Consumer and Public Safety Services	25
Health Care	16
Income Support/Assistance	16
Food/Meals	12
Utility Assistance	12

October Unmet Needs from Call Statistics

Licking County

Homeless Shelter
Burial/Cremation Expense Assistance
General Furniture Provision - Beds



Knox County

Appliances - Stove & Refrigerator
Burial/Cremation Expense Assistance

Online Resource Directory Statistics October - ALL Counties

Unique Visitors ... 1355
Total Site Visits ... 2672
Total Searches ... 2705



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 October - Licking and Knox Counties

Top Searches by City

Newark
Heath
Mount Vernon
Pataskala
Granville
Danville

Top Searches by Service

Homeless Drop In Centers
At Risk/Homeless Housing Related Assistance
Food Pantries
Community Meals
Fresh Food
Group Residences for Adults with Disabilities

Top Searches by Agency

Food Pantry Network of Licking County
Licking County Coalition for Housing
COVID-19 Community Bulletin Board
Licking County Job/Family Services
Hot Meals Project of Knox County
Ohio State Highway Patrol



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.



Amy Henning, MSSA, LSW | 740-345-6166
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
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





United Way of
Licking County



United Way
of Knox County



**LICKING COUNTY
FOUNDATION**