

OHIO 211: A Lifeline to Communities



211 connects Ohioans to essential community resources such as food, housing, workforce development, and mental health services. 211 offers confidential and compassionate help to Ohioans via phone, texting, and live chat.

Why Ohio 211 Matters

Workforce and Financial Stability

By connecting people to job training, child care, and financial assistance, Ohio 211 supports workforce participation and increases Ohio's economic stability.

Disaster Response and Public Safety

Ohio 211 provides critical resource navigation during disasters and eases demand on the costly 911 and 988 services by supporting Ohioans, before they are in crisis. It is essential support during disasters like train derailments, public health emergencies, severe weather, and economic downturns.

Cost Savings & Efficiency

Ohio 211 is a cost-effective way to connect residents to resources, easing the burden on emergency services, hospitals, and law enforcement. Every dollar invested can reduce unnecessary ER visits, homelessness, and job loss.

786,557

Total Contacts in 2024

918,541

Total Referred Services in 2024

TOP REFERRED SERVICES



Food

230,395



Housing and Shelter

184,654



Utilities

116,130



Income and
Financial
Support

67,812



Mental Health and
Substance Use
Disorders

43,741



Healthcare

24,907

Budget Request
\$2 Million per year to

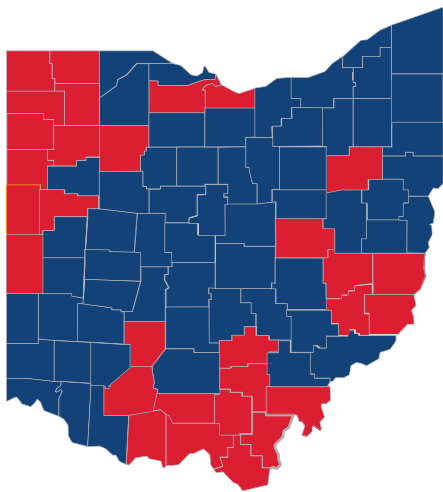
- Expand 211 Statewide
- Stabilize Existing Services
- Increase Statewide Coordination



Statewide 211 ACCESS: Key Benefits for Ohio

- * Helps residents recover from crises, gain self-sufficiency, and transition off public assistance.
- * Boosts workforce participation among Medicaid beneficiaries.
- * Simplifies access to services, reducing confusion and duplication of effort.
- * Connects people to food, housing, and utility assistance, reducing financial strain.
- * Enables early mental health support, reducing the need for crisis intervention.
- * Leverages public-private partnerships to maximize impact.
- * Offers real-time insights into needs of Ohioans for policymakers and community leaders.

An investment in Ohio 211 ensures every resident can access the resources they need.



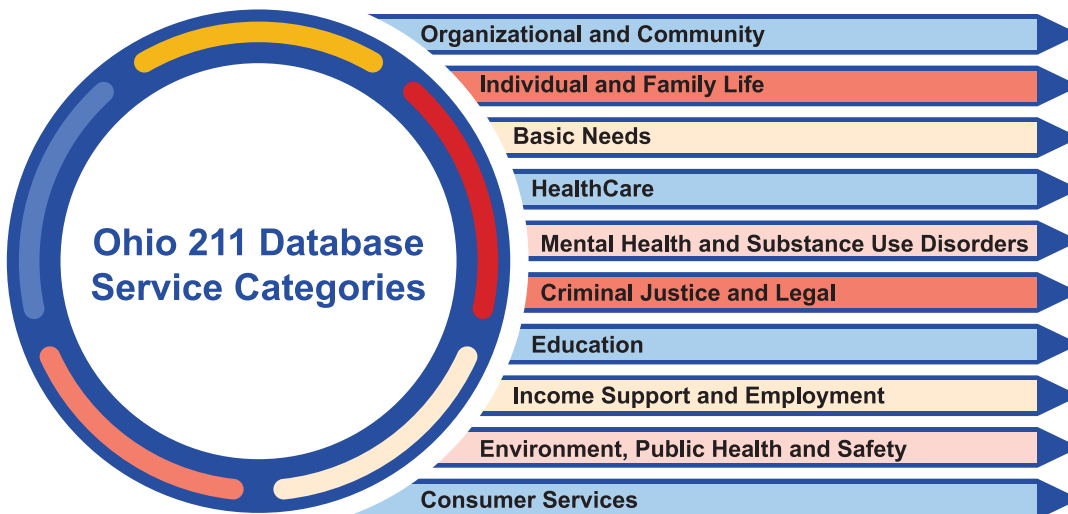
■ Full 211 Service
■ Limited or No 211 Service

Closing the Access Gap

Thirty (30) of Ohio's counties have limited or no 211 service, leaving 1,514,305 residents without access to information on available community resources. Ohio 211 is at-risk of losing 211 access in additional counties without state support. Ohio is 1 of only 3 states in the US without full 211 coverage.



OHIO 211 RESOURCE DATABASE



73,094
Services
11,308
Organizations

Ohio 211 maintains the most comprehensive resource database of nonprofit and government services in Ohio:

- * vetted by professional staff
- * locally curated
- * continuously updated