

2025 Ohio 211 Annual Update



211 is a bridge between people who need services and the agencies that can help.

797,169 Contacts

Handled by Ohio 211 in 2025

809,120 Needs

Presented During 211 Contacts

TOP NEEDS IN 2025



Food

17.3 %
139,914



Housing/
Shelter

17.3 %
139,627



Utilities
Assistance

10.7 %
86,431



Income, Financial
Support & Assistance

9.6 %
77,766



Clothing, Personal &
Household

4.7 %
38,188

211 is a free, 24/7/365 service provided by thirteen (13) organizations across Ohio connecting people to information, resources, and services they need from both public and private sectors.

Trained 211 navigators take calls from individuals and complete a thorough assessment of the callers' needs. 211 maintains a robust database of private and public health and human services and matches callers' needs to available community resources and organizations.

211 is a valuable and comprehensive community resource information system that can assist in statewide planning in addressing important issues such as:

- Disaster Response
- Health Disparities
- Food and Housing Insecurity
- Poverty and Unemployment
- Homelessness
- Infant Mortality
- Financial Management
- Early Childhood Education
- Reentry from Prison