

ANNUAL REPORT FISCAL YEAR 2024

JULY 1, 2023 - JUNE 30, 2024



Get Connected. Get Answers.
Information & Referral of Fairfield County



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July 2024

Our community, like many across the country, has been significantly impacted by rising costs in rent, food, and gas. For the first time in our agency's history, we have issued over 100,000 referrals to community members to help meet their basic needs. Despite these challenges, 2-1-1 has successfully met the increased demand while also expanding our programs and furthering our mission.

In FY24, our agency documented 88,417 contacts, representing a 25% increase (or 18,012 additional contacts) over FY23. We issued 100,603 referrals in FY24, marking a 26% increase (or 20,931 additional referrals) compared to FY23.

Our agency has actively engaged legislators at the federal, state, and local levels to raise awareness of the challenges our community faces and to increase knowledge of the 2-1-1 service. We have met with representatives of Senator Sherrod Brown, U.S. Representative Troy Balderson, State Representative Jeff LaRe, and the Fairfield County Commissioners. We will continue to engage our elected officials to make them aware of the needs of our community and demonstrate how 2-1-1 can serve their constituents effectively.

Throughout FY24, we focused on re-engaging with the community and stakeholders. We have reestablished partnerships affected by the COVID-19 pandemic and increased our participation in community outreach events to reconnect with community members. Our agency has joined the Fairfield Growing initiative, become a part of the statewide Inform USA board, served as president for the Family Children First Council, and continued to facilitate two community coalitions.

We are also preparing to celebrate the second anniversary of the implementation of 988, a national network of crisis centers available to people in crisis or experiencing suicidal ideation. Since the implementation of 988, our agency has answered over 700 calls on the 988 line. Additionally, we continue to respond to the local crisis line, (740) 687-TALK, handling over 3,000 calls.


As we look ahead to FY25 and beyond, we remain steadfast in our commitment to our mission: to strengthen access to services and programs and enhance community collaboration by serving as the vital connection between people in need and available resources. We are dedicated to developing and implementing Diversity, Equity, and Inclusion policies that will improve both our agency and our community. Moreover, we will continue to engage with our community and legislators to help Fairfield County thrive.

Thank you for your continued support and partnership as we work towards a stronger, more resilient community.


Respectfully,

Jeannette Curtis
Executive Director
Fairfield County 2-1-1


88,246 Total Calls

 26% Increase from FY23

98,569 Total Referrals

 26% Increase from FY23

10,332 Unique Clients

 10% Increase from 2023 Q2

Need in Fairfield County

Approximately **13,985** people in Fairfield County **live in poverty**. Additionally, **19,490** residents face **food insecurity** which is the condition of not having access to sufficient food, or food of an adequate quality, to meet one's basic needs. Calls regarding food/meals continue to be the largest referral area for over 15 years.

Common Services Requested

Food & Meals 32,482

Food pantries, SNAP referrals, community meals, formula/baby food, WIC



Income Support/Assistance 29,993

Free Tax Prep, Job & Family Services, Community Action, Social Security Administration, Payee Services



Information Services 23,547

General information such as address, phone number, hours of operation, and directions for agencies in our database.



Mental Health, Substance Use, & Healthcare 3,899

2-1-1 24/7 Crisis Line, 988 National Crisis Line, New Horizons Mobile Crisis, MH/SUD treatment, AA/NA groups, Lions Club exams and eyeglasses, Prescription Assistance, Medical Clinics, Medicaid + Medicare



Housing & Utility Assistance 3,642

Project House Call services, Emergency Rent and Utility Assistance, Shelter information and referral, 211 Housing Counseling, Community Action services, SEOLS, Job & Family Services, St Vincent DePaul



Clothing, Personal, & Household Needs 3,610

Charity Newsies, Maple Street Free Store, Community Action, St Vincent DePaul, Maywood Mission, Good Neighbor, laundry vouchers, furniture



Individual, Family, & Community Support 1,399

Holiday assistance, pet food, home repairs, Adult + Child Protective Services, Maywood Mission, Charity Newsies, Job & Family Services. Meals on Wheels assistance

Transportation 782

Gas cards + bus passes, Lancaster Public Transit, Job & Family Services + Meals on Wheels Medical Transport, St. Marks, Center for Disabilities

Legal, Consumer, & Public Safety 602

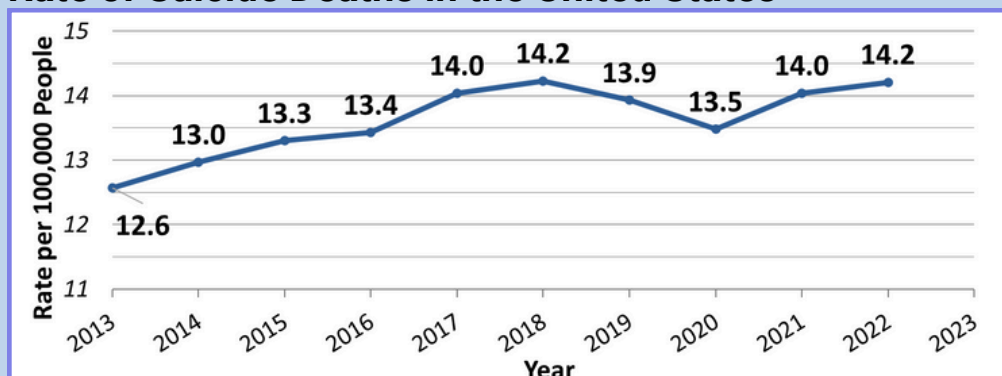
SEOLS, Legal Clinics, Birth Certificates, IDs, Car Seats, Domestic Court, Lighthouse, Local Law Enforcement, Veteran's Services



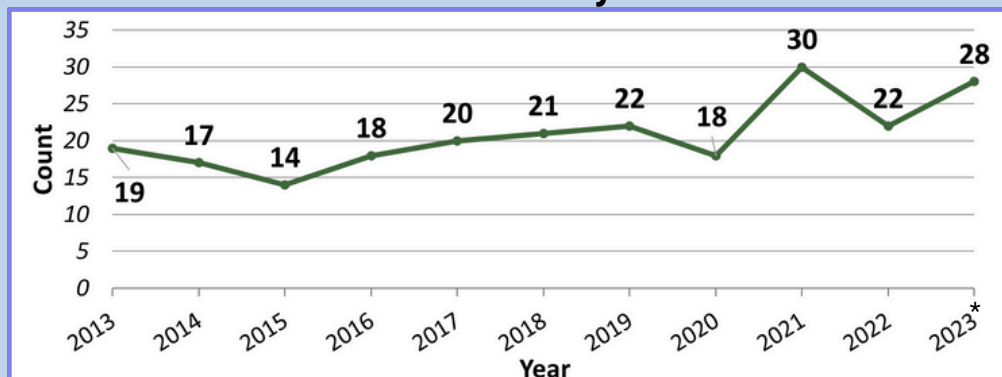
2-1-1 answers the 24 Hour Mental Health Crisis Line in Fairfield County, (740) 687-TALK, and captures the 988 Suicide & Crisis Lifeline calls for Fairfield County residents. We can help prevent suicide in our community. 988 and the local crisis line offer support 24 hours a day, seven days a week. This is confidential support for people in crisis or who need supports.

Suicide in the U.S. and Fairfield County

Rate of Suicide Deaths in the United States

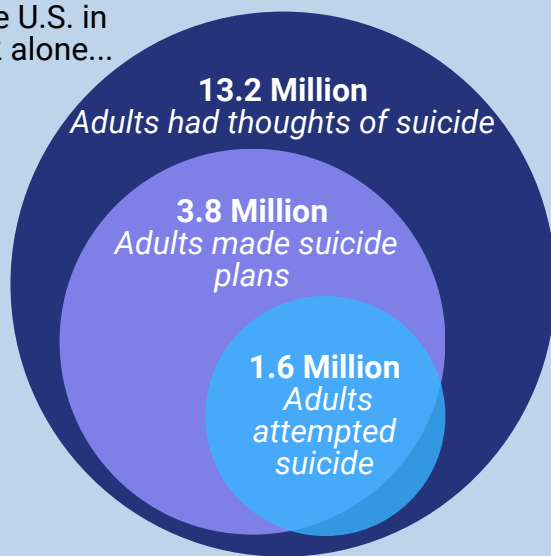


Suicide Deaths in Fairfield County



*2023 statistics are considered partial and may be incomplete

In the U.S. in 2022 alone...



4,097 Total Calls
 ↑ 13% Increase from FY23

673 Mobile Crisis Calls
 ↑ 26% Increase from FY23

220 MUI* Calls
 ↑ 3% Increase from FY23

822 988 Calls
 ↑ 19% Increase from FY23

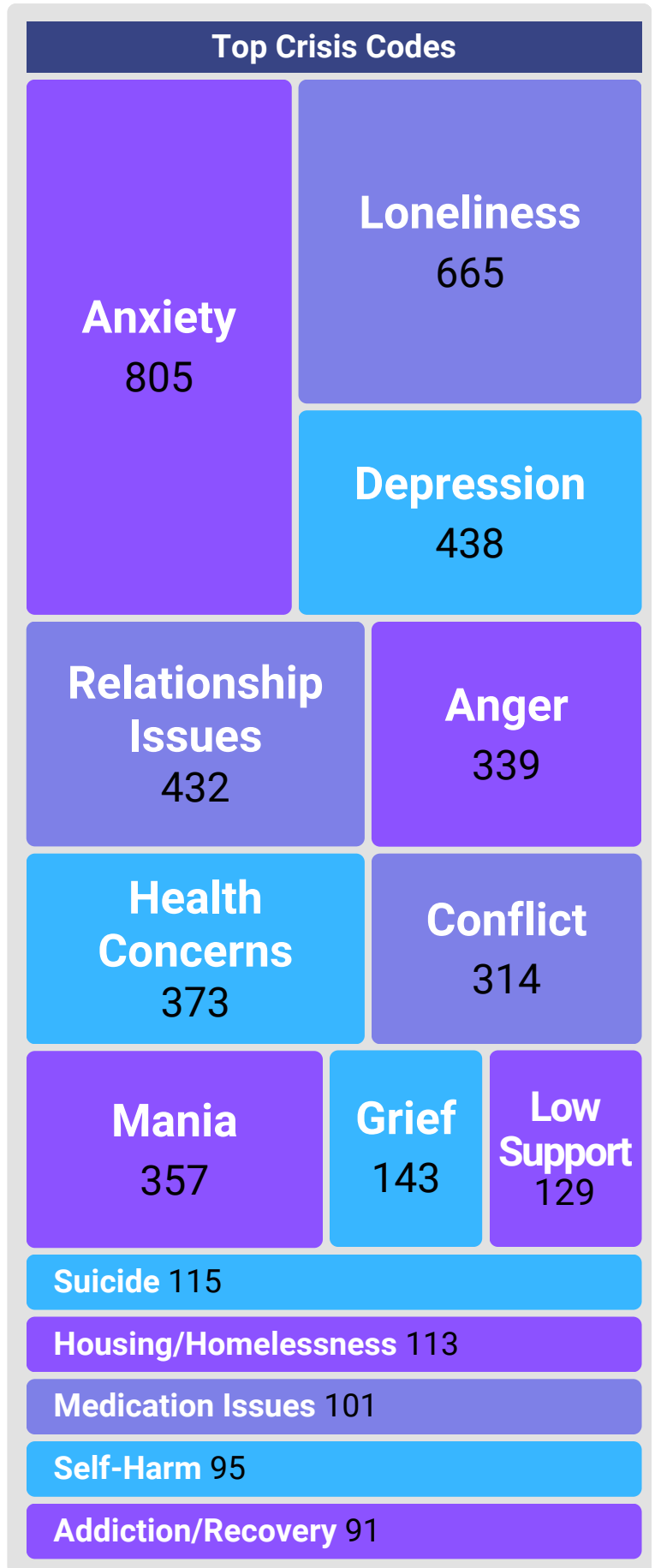
*Major Unusual Incident (MUI)

200 Total Follow Up Calls
 ↑ 190% Increase from FY23

15% of crisis clients consented to follow up when asked
 (934 documented client responses)



About 1 in 5 Crisis Calls were 988 related calls.



In partnership with the Fairfield County ADAMH Board, The Fairfield County Board of Developmental Disabilities, and the Fairfield County Guardianship Board, 2-1-1 offers an organizational representative payee program to individuals who have chronic mental health concerns, substance use disorders, or who are developmentally disabled. We currently provide over 90 people with payee services. We work as part of our clients care team to ensure that a client's basic needs are being met.

CELEBRATING SUCCESSES

Our Representative Payee program truly transforms the lives of the people we serve. In 2017, we received an application from a client with developmental disabilities who needed assistance managing his Social Security benefits and earned income due to difficulties with spending habits. Over the past seven years, our program has collaborated with this client and his support team, leading to incredible achievements.


This client has progressed from working part-time to completing a management training program. He now holds a managerial position at his company and even travels for work. His personal life has flourished as well—he moved from having a roommate to living independently in a new apartment at the Flats on Memorial. Recently, he proposed to his girlfriend, who joyfully accepted. He was so thrilled that one of the first people he shared the news with was his Representative Payee at 2-1-1.

With newfound confidence and financial literacy, this client is now capable of managing his own finances. He plans to take full control of them before his upcoming wedding. Through hard work and collaboration, we celebrate this success alongside the client and his entire support team.



REPRESENTATIVE PAYEE PROGRAM

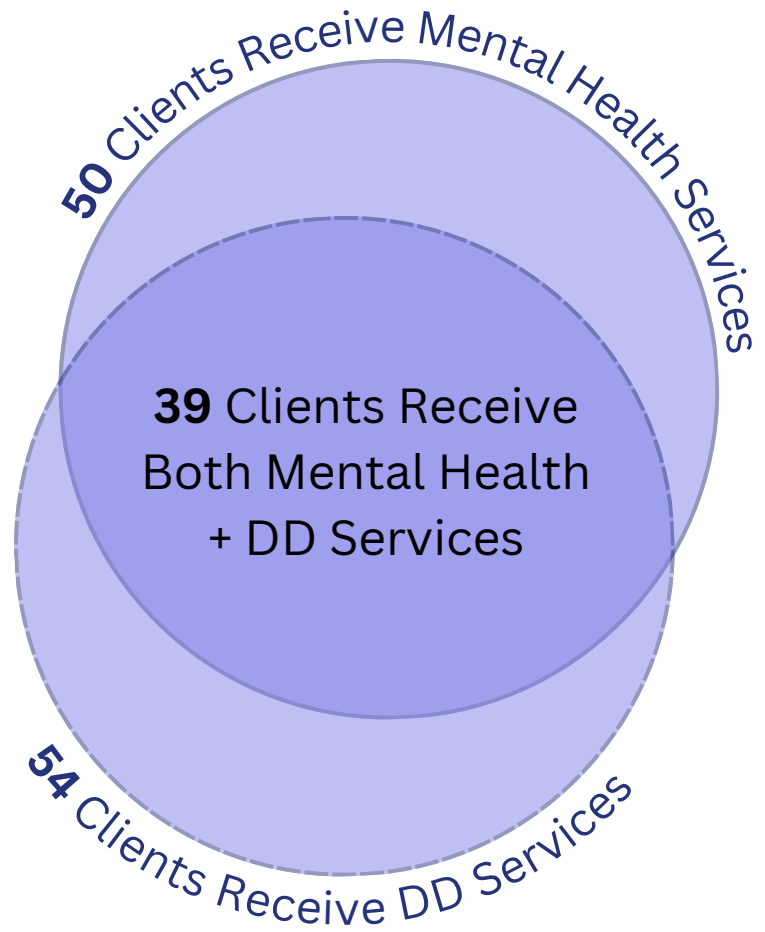
28,262 Total Calls

 53% Increase from FY23

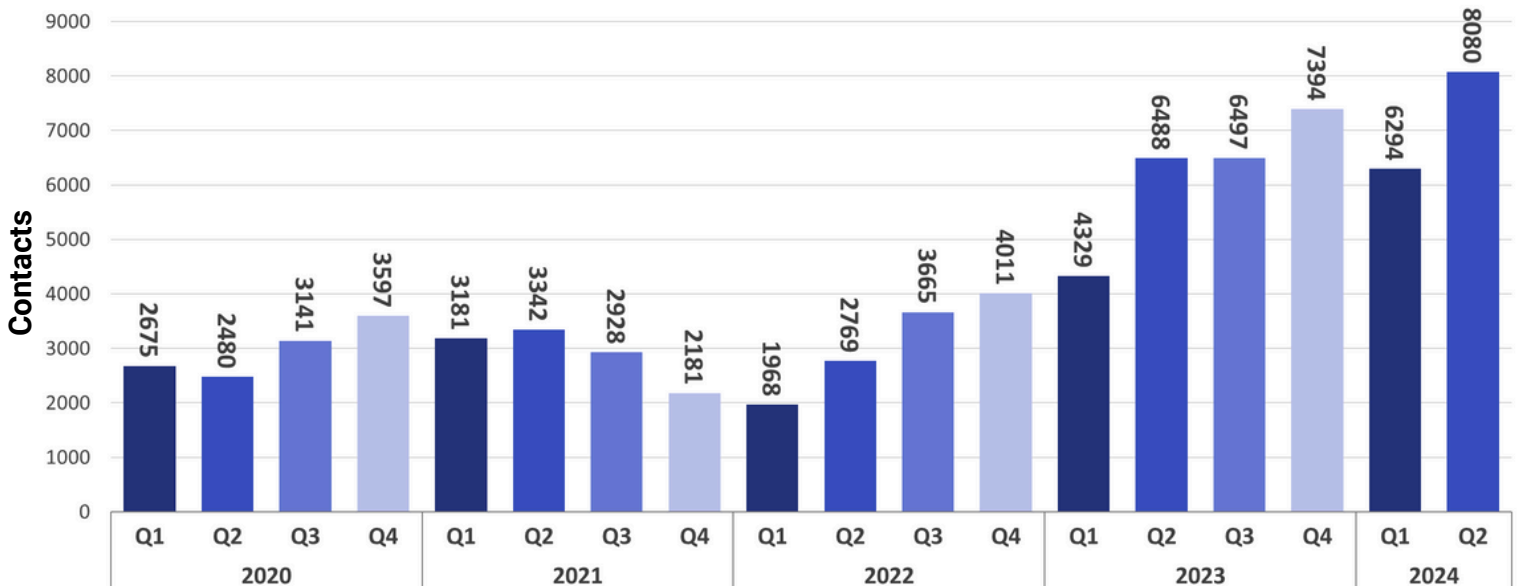
104 Unique Clients

Community Partners Providing Services to Payee Clients:

- Fairfield County Board of DD
- Fairfield County Guardianship Services Board
- New Horizons
- Integrated Services
- PATH
- Ohio Guidestone
- Mid Ohio Psychological Services
- Creed of Recovery



Payee Program Contacts Over Time



OUTREACH + COALITION PARTICIPATION

2-1-1 participates in various forms of community engagement and outreach. We attend community events and resource fairs, offer community resource presentations to the community, provide community resource kits to partners, and facilitate community coalitions.

The Fairfield County Hunger Coalition (H3) is building a healthier Fairfield County by reducing Hunger, improving Health, and providing Hope. Combating food insecurity in our community is crucial for fostering a healthier, more equitable community. Food insecurity affects a significant portion of the population including children, older adults, and working families. By addressing this issue, we can ensure everyone has access to nutritious food, which is essential for physical health, cognitive development, and overall well-being. By taking collective action residents of Fairfield County can work towards a future where everyone has reliable access to the food they need to thrive.

The Fairfield County Suicide Prevention Coalition is a community effort to reduce the incidence of suicide by increasing awareness, improving access to mental health services, and supporting survivors. The Coalition offers community events and trainings, including QPR. QPR is a three-step intervention to help save a life. QPR stands for Question, Persuade, and Refer and educates people on how to ask the tough question “Are you suicidal?”. 2-1-1 supports the Coalition by focusing on postvention strategies in Fairfield County. One way we do this is by providing LOSS kits to local families impacted by a suicide loss. LOSS stands for Local Outreach for Suicide Survivors, these are the folks left behind after a loved one dies by suicide. We provide a resource kit to help support the family through their grief journey.



44 Events and Presentations

1,726+ Contacts

536+ Resource Kits Provided

Events Include...

- Family Fun Fest
- Lancaster Day of Action
- Pickerington Day of Action
- Lancaster Pride Festival
- I Love My City
- Kids and Cops
- Luau for Life
- Truck or Treat
- WinterFest

Engaging Legislators

In FY24 our agency worked to engage legislators about how we can help serve their constituents. We have met with representatives from Senator Sherrod Brown and US Representative Troy Balderson. We have also met with State Representative Jeff LaRe and the Fairfield County Commissioners.



2-1-1 maintains a database of local services which is a key component in our mission to strengthen access to services and programs and enhance community collaboration.

Two crucial aspects in a database are consistency, which makes it easier for staff to know where to find information, and accuracy, which empowers staff to trust the information they do find. The past two years have been the start of a meticulous process of reimagining our database of health and social service programs to work for us. The process began with focusing on the most foundational features to improve immediate usability like search functionality and accuracy. In 2024, we've been able to build off of that strong foundation.

A major milestone reached in 2024 was reaching a rate of over 90% of our records having been updated within the past 12 months which is essential in maintaining up to date accurate information. Significant accomplishments were made towards database reliability as well with the creation of customized, detailed documentation, policies, and procedures to guide database management and bolster the sustainability of our progress.

These strides have resulted in a database that is more efficient not only to use but to maintain. As we look towards the next year, this opens opportunities for continued improvement including more efficiently implementing our new policies and procedures with the help of innovative AI software, engaging with the organizations in our community to ensure data accuracy, and expanding our database to meet the needs of the communities we serve.

Database Size



261 Agencies

433 Sites

1046 Programs

In 2024, the Mobility Management program at 2-1-1 has been actively involved in various community and leadership initiatives. We have continued to participate in community meetings and have held one-on-one meetings with city and county leaders. We have also taken on the responsibility of running the Quarterly TAC meetings.

This program has been involved in several strategic planning efforts, including the CORPO Safety Action Plan stakeholders meetings and the TDP Advisory Committee. Additionally, we are currently engaged in discussions with a group about launching a new volunteer services program for the elderly. We attended several conferences for Mobility Managers, which helped our program gain valuable insights and expand my network.

Our involvement in community outreach events has been fulfilling, including participating in Luau for Life, United Way's Day of Action, and the JFS Family Fun Day. We have successfully completed the yearly update for the Regional Coordinated Transportation Plan and began mentoring a new Mobility Manager, sharing our knowledge and experience to support their growth.

Furthermore, we have designed a Mobility Manager presentation and have delivered it twice so far. We plan to continue presenting it throughout the rest of 2024 and into 2025. Looking ahead to 2025, we will assist the City Planner with bike path plans and collaborate with the City Safety and Service Director on a sidewalk program.

Additionally, this program will continue to work with the newly restructured County Transit and Workforce to refine my roles and responsibilities in this process, ensuring that we coordinate ideas and options for improved service delivery.



Fairfield County 2-1-1 has implemented a robust set of tools and practices to enhance Quality Assurance. The combination of real-time tracking, monitoring, and post-call review is powerful for driving performance improvements. Here's how each element contributes to better outcomes:

1. **Abandonment Tracking:** Identifying when and why calls are abandoned helps address issues such as long wait times or insufficient staffing.
2. **Peak Service Hours:** Knowing peak times allows us to optimize scheduling and resource allocation to handle high volumes during high-demand periods.
3. **Call Talk Time + Wait Time Monitoring:** Monitoring call talk time and wait time helps identify trends and potential bottlenecks. It can highlight areas where processes might be streamlined or where additional training might be needed.
4. **Call Monitoring and Recording:** Listening in on calls helps managers understand real-time challenges, while reviewing recorded calls provides opportunities for detailed feedback and coaching.
5. **Boost Customer Satisfaction:** Reducing abandonment rates and wait times typically leads to a better overall customer experience.

To leverage these tools even further, Fairfield County 2-1-1 provides staff with:

- **Regular Training Sessions:** Using insights from call recordings and monitoring to conduct focused training sessions that address common issues or areas for improvement.
- **Feedback Mechanisms:** System for providing actionable feedback based on call reviews which can help staff understand their strengths and areas for development.
- **Performance Metrics:** Combined quantitative data (e.g., wait times and abandonment rate) with qualitative insights from call recordings to get a holistic view of performance.
- **Continuous Improvement:** Using the data and feedback loops to continuously refine processes, training, and resource allocation.

9% Abandonment Rate



32% Decrease from FY23

58s Average Ring Time



25% Decrease from FY23



As we reflect on the past year, we are reminded that none of our work would be possible without the generous support of our funders. Your belief in our mission and your commitment to making a difference has fueled our progress and empowered us to serve our community with compassion and dedication.

To our funders and supporters: **Thank you.** Your contributions have been instrumental in helping us reach new heights and achieve our goals. Together, we are creating a brighter future and making lasting change in Fairfield County.

We look forward to continuing our partnership and building on the successes we've achieved together. Your trust and support inspire us to keep striving for a better tomorrow.



LANCASTER



Department of
Transportation