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Six in 10 Franklin County Health and Human Service Nonprofits Can't Meet Demand, New Report Finds

COLUMBUS, OH – Six in 10 health and human service nonprofits in Franklin County say they cannot meet the demand for their services, according to the [2026 State of the Sector](#) report released today by the Human Service Chamber of Franklin County (HSC). Agencies are creating waitlists, reducing services, and in some cases turning away eligible residents as demand rises and resources shrink.

To understand the state of the sector, HSC surveyed its members this summer. The 104 agencies that responded reported 4.6 million service encounters over the past year. Among the findings:

- 81% report increased demand for services, and 61% say they can't meet it
- 85% of respondents have been forced to limit clients' access to services through waitlists, reduced services, or turning away eligible people.
- About 40% have three months or less cash on hand.
- Six member agencies will have closed by the end of the year, and more are at risk.

One nonprofit leader told HSC, "In my 23 years as a nonprofit leader, this is the most challenging environment I have experienced, and I do not feel like I have any remaining levers to pull."

Agencies are drawing down reserves, cutting programs, and reducing staff. As one respondent put it, between inflation and many clients losing SNAP and Medicaid benefits, "people need assistance more than ever."

“Health and human services are essential infrastructure our community needs to thrive,” said Bhumika Patel, Deputy Director of HSC. “The question in front of us all is how we sustain the sector that sustains so much of our community.”

Because the region’s projected growth will only widen the gap between what our community needs and the resources available, the report urges Franklin County and the City of Columbus to give serious, continued consideration to the Funding Review Advisory Committee’s recommendations for health and human services funding.

“A healthy Central Ohio requires strong health and human services,” said Kathleen McGarvey, HSC Board Chair and Executive Director of Legal Aid of Southeast and Central Ohio. “Our region’s public, private, and philanthropic sectors must work alongside the health and human services nonprofit sector for our region and its people to achieve their full potential.”

ABOUT HSC

Founded in 2010, the Human Service Chamber of Franklin County (HSC) is a membership organization representing approximately 250 health and human service 501(c)(3) nonprofits that serve individuals and families in Franklin County. Its mission is to unleash the power of human potential through every act of human service.

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