

Top Services Requested – Licking County

Individual, Family & Community Support	173
Health Care	161
Mental Health/Addictions	140
Income Support Assistance	125
Food/Meals	86
Legal, Consumer & Public Safety	70
Housing	69
Utility Assistance	36
Information Services	27

Top Services Requested – Knox County

Mental Health/Addictions	101
Individual, Family & Community Support	86
Legal, Consumer & Public Safety Services	60
Health Care	42
Housing	32
Income Support Assistance	23
Food /Meals	10
Transportation	10
Information Services	8

	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18
<b>Total Calls:</b> <i>Includes Follow-ups</i>	2653	2486	2296	2373	3037	2869	2586	2067	2156	2159	2437	2349	2028
Knox	336	318	353	329	298	285	317	313	328	315	362	328	333
Licking	1282	1254	1002	1149	1208	923	1041	840	863	864	991	935	829
Other Counties	1035	914	941	895	1531	1661	1228	932	965	980	1084	1086	866

**2-1-1/Crisis Hotline Online  
 Resource Directory Report**



**Top Searches by City**

Mount Vernon	Unique Visitors	1145
Newark	Total Site Visits	2450
Utica	Total Searches	1910
Granville		
Heath		

**Top Searches by Service**

- Assistive Technology Equipment Loan
- Food Pantries
- Rent Payment Assistance
- Undesignated Temporary Financial Assistance

**Top Searches by Agency**

- Food Pantry Network of Licking County
- Ohio State Highway Patrol
- LEADS Community Action
- Knox County Department of Job & Family Services

**Top Unmet Needs**

- Lead Information
- Dental Care Expense Assistance
- Animal Shelter Attendant Volunteer Opportunities
- At Risk/Homeless Housing Related Assistance Programs

*Does your agency provide Christmas help for individuals or families in need? We are already receiving calls for assistance and want to make sure we have your current information. If you have not received a call from one of our staff, please contact us by phone or email (see bottom of page) as soon as possible so we can make sure we are giving callers the correct information. We need to know the following:*



- Program Name
- Service Description
- Intake Procedure
- Location, Time, Start and End Dates
- Application Deadline (if required)
- Eligibility Requirements
- Contact Person and Phone Number
- Phone Number that can be given to callers

*If you are offering a new service, or discontinuing a previous service, please relay that information also and it will be adjusted in the 211 database for callers during the holiday season. Updates can also be done online at [www.referweb.net/chic](http://www.referweb.net/chic).*



*For those of you that have already provided updates for 2018,  
 Thank you!!*

**\*\*Note: Change in referral list to show specific service referred.**

Top Agency/Service Referrals	Licking	Top Agency/Service Referrals	Knox
Saint Vincent de Paul Center – General Dispatch	104	BHP – Crisis Intervention	43
Licking Cty Coalition of Care – Financial Assistance	91	Mount Vernon PD – Municipal Police	30
Look Up Center – Dental Clinic	66	Interchurch SS – Financial Assistance	17
Food Pantry Network – Food Pantries	46	New Directions – Domestic Violence Shelter	12
City of Newark Division of Police – Municipal Police	26	Knox Community Hospital – Emergency Room	12
Licking Memorial Hospital – ER	23	Salvation Army – Financial Assistance	11
Licking County BDD – On-Call	22	Saint Vincent de Paul Church – SVdP Society	10
Salvation Army – Emergency Homeless Shelter	19	Kno-Ho-Co CAC – Homeless Shelter	8



Public Utilities Commission



### Winter Reconnect Order 2018/19

The Winter Reconnect Order helps consumers reconnect or maintain electric and natural gas service during the winter heating season, between Oct. 15, 2018 and April 15, 2019.

Any customer of a PUCO-regulated electric or natural gas utility may take advantage of the order. Last winter heating season, more than 217,000 Ohio utility customers utilized the PUCO's Winter Reconnect Order.

Energy utility service is vital, especially in the winter. The Winter Reconnect Order is an opportunity for Ohioans to avoid disconnection or to reconnect their gas and/or electric service once during the winter heating season. Customers who utilize the Winter Reconnect Order are required to pay the utility no more than \$175 plus any applicable reconnection charge not to exceed \$36. If the company's reconnection charge is greater than \$36, the balance may be billed to the customer the following month.

The Winter Reconnect Order also applies to customers seeking to establish new electric and natural gas service. Rather than paying the full security deposit that may be required for new service, customers can pay up to \$175 and be billed any remaining balance of the security deposit the following month.

There is no income eligibility requirement to utilize the Winter Reconnect Order; however, customers who are at or below 175 percent of the federal income guidelines may apply for assistance through the [Home Energy Assistance Program \(HEAP\)](#) to pay the \$175 amount.

If you would like to utilize the program, call your electric or natural gas utility between Oct. 15, 2018 and April 15, 2019 to find out more information about your account and how to apply the Winter Reconnect Order to your utility bill.

### 2-1-1 Resource Database September 2018 Updates



New Agencies	1	Formal Agency Updates	68
New Sites	4	Formal Site Updates	130
New Services	22	Formal Service Updates	137

When your agency is referring clients to 2-1-1, please make sure that you're telling them to *call* 2-1-1 and not the main office number (740-345-6166) for Pathways of Central Ohio.

Callers get frustrated when they're told to call Pathways and then we in turn, have to tell them to call 2-1-1. Just remember that Pathways is the business office for 2-1-1, but we are not the actual Call Center.

*Thank you!!*

Type of Call Received	Knox	Licking	Other Counties	Total
Information & Referral	153	503	760	<b>1416</b>
Crisis	42	143	44	<b>229</b>
Disaster Recovery	7	2	1	<b>10</b>
Recovery/Warm Line	59	103	0	<b>162</b>
After Hours Answering Services	72	78	61	<b>211</b>
Suicide	4	7	1	<b>12</b>
Suicide Follow-Ups	0	0	0	<b>0</b>

2-1-1 Crisis Hotline & Information Center



Administrative Offices:  
1627 Bryn Mawr Drive  
Newark, Ohio 43055

Phone: 740-345-6166 • Fax: 740-349-9894

[www.211pathways.org](http://www.211pathways.org)

[mail@pathwaysco.org](mailto:mail@pathwaysco.org)

