

There are 3 ways to contact us for free, confidential assistance:  
CALL 2-1-1, 345-HELP, 1-800-544-1601  
TEXT your zip code to 898211  
VISIT [211pathways.org](http://211pathways.org)

**NEW AND IMPROVED!** The 2-1-1 Community Monthly Report is now fully displayed below. No more links to click! The report still provides monthly statistics regarding requests received and referrals made but will now include data in graphs and information on unmet needs in Licking and Knox Counties. Pathways will continue to share new and/or important agency information and highlight special programs/services available in Licking and Knox Counties. Pathways hopes this report gives you some insight into what we do, who we serve, and the needs of local residents. If you have questions about this report or would like to suggest a program for us to highlight, contact Lyn Romano at [lromano@pathwaysco.org](mailto:lromano@pathwaysco.org) or at 740-345-6166 x200.

## 2-1-1 December Community Report

*Free  
Tax Preparation  
Assistance  
Locations*



*Household Income and Guidelines apply.  
Always call in advance for information and to schedule appointment.*

**Knox County:**

- AARP Site - Sanctuary Community Action Service Center - 740-599-7224
- AARP Site - Public Library of Mount Vernon & Knox County call 740-392-2665 ext. 242
- City of Mount Vernon Tax Department - 740-393-9524
- United Way of Knox County - 740-397-5721

**Licking County:**

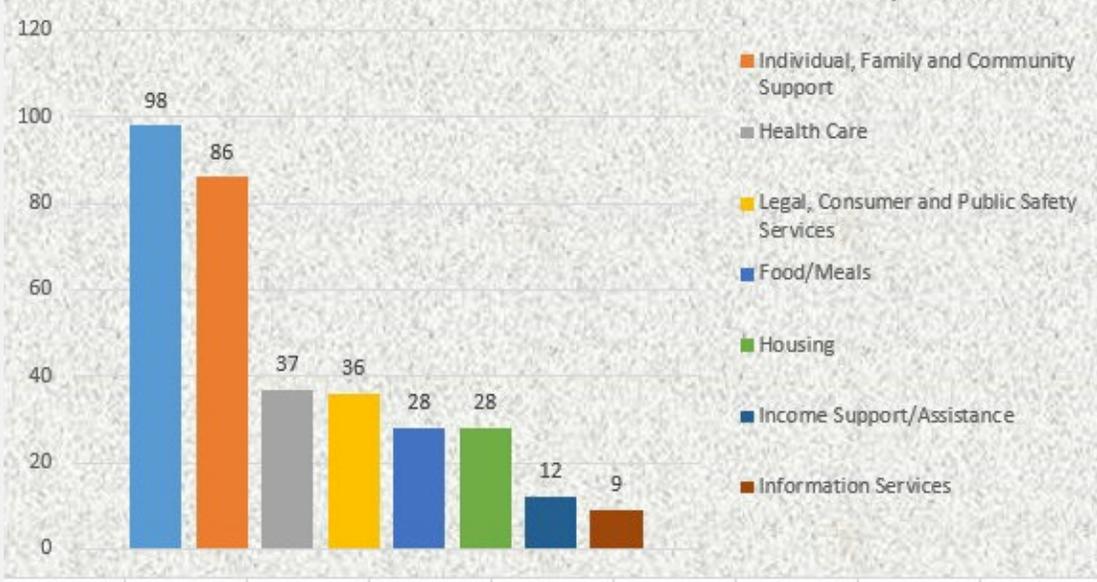
- AARP Site - Licking County Aging Program - 740-641-2387
- AARP Site - Buckeye Lake Library- 740-641-2387
- AARP Site - Mary E. Babcock Library, Johnstown - 740-641-2387
- City of Newark Tax Department - 740-670-7580
- Vineyard Community Outreach, Etna - 740-927-7729
- VITA Site - Licking County Coalition for Housing - 740-1970 ext. 200

**2018 Monthly Call Statistics**

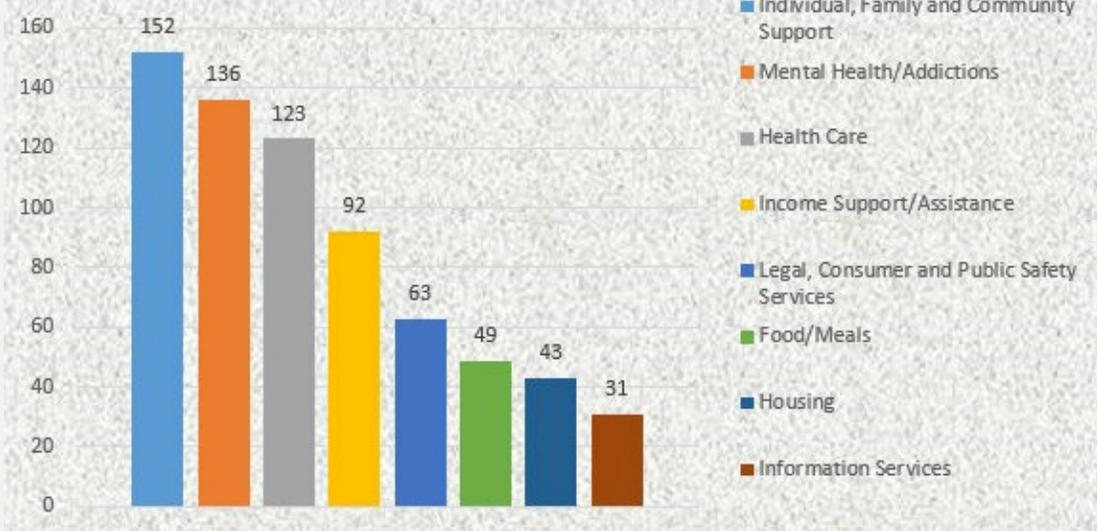
	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18
<b>Total Calls w/Follow Ups</b>	2373	3037	2869	2586	2067	2156	2159	2437	2349	2028	2285	2034	1837
<b>Knox</b>	329	298	285	317	313	328	315	362	328	333	351	287	300
<b>Licking</b>	1149	1208	923	1041	840	863	864	991	935	829	896	851	715
<b>Other</b>	895	1531	1661	1228	932	965	980	1084	1086	866	1038	896	822

Both Knox and Licking Counties receive calls for the same types of services and agencies. These graphs/charts will give you an idea of needs and referrals based on call data for your individual communities.

### Knox County Top Services Requested



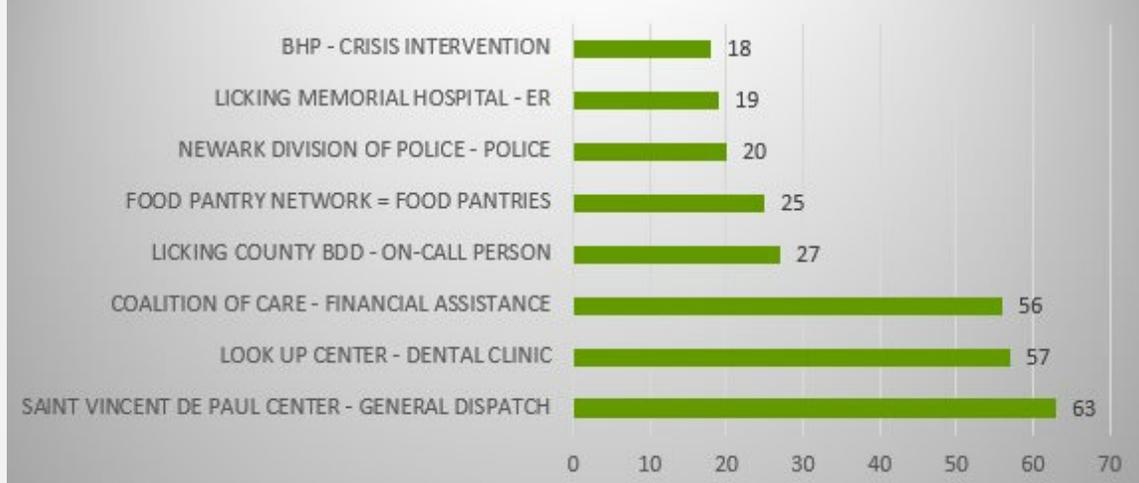
### Licking County Top Services Requested



## Knox County Top Agency Referrals - December



## Licking County Top Agency Referrals - December



## December Unmet Needs from Call Statistics

- Licking County
- Christmas Baskets
  - Homeless Shelter
  - Dental Care
  - Emergency Dental Care
  - Holiday Gifts/Toys

- Knox County
- Mortgage Payment Assistance
  - Water Service Payment Assistance



Unique Visitors	1094
Total Site Visits	2530
Total Searches	1946

## Online Resource Directory December Statistics

### Top Searches by City

Newark  
Mount Vernon  
Pataskala  
Hebron  
Fredericktown  
Heath

### Top Searches by Service

Food Pantries  
Assistive Technology Equipment Loan  
Reckless Driving Reporting  
Medical Care Expense Assistance  
Donation Drop Off Points  
Community Meals

### Top Searches by Agency

Crossroads Baptist Church - Newark  
Food Pantry Network of Licking County  
Ohio State Highway Patrol  
Salvation Army of Licking County  
LEADS Community Action  
Knox County DJFS

Below are some tips to help you with your  
Online Resource Directory search.

### SEARCH Guide:

\* Add the location where you are looking for services. You can add the city and/or zip. By adding a zip code your results will sort by proximity to that zip code.

\* Look for an **Agency** OR a **Specific type of Service**.

- If you are looking for a specific Agency be sure to use the proper name. If you do not know the full name use the keyword field to search.

- Use the **Service Category** field to search for a service. Begin typing and we will suggest categories that are in our database.

\* To narrow your results even further, use the **Area Served** field to only return results that are available in the area you are looking for help. You can enter a city or specific zip code.

\* Click Search

## HELP SPREAD THE WORD ABOUT 2-1-1

When implementing 2-1-1 in our local communities, there are never enough marketing dollars to spread the word about this vital service. We do all the usual things: billboards, newspaper ads, radio/TV spots, print materials and even Facebook and Google advertising. But when the marketing money is gone, we are done.

To solve this problem, Pathways of Central Ohio has developed a way to involve the community in marketing 2-1-1 called the Community Stewardship Program. An organization can become a Community Steward by doing one or more of the following simple, free and easy things:

- Distributing a one-page or half page 2-1-1 Flyer to their employees, congregation, staff, or membership;
- Placing the Dial 2-1-1 Web banner on the organization's Web site or Intranet site;
- Including an article or information about 2-1-1 in a newsletter;
- Placing a 2-1-1 poster on a bulletin board; or,
- Simply telling a friend about 2-1-1 by forwarding this email.

Our website ([www.211pathways.com](http://www.211pathways.com)) includes a "2-1-1 Stewardship" section

where downloads of the flyers, links to the website, high-resolution logos and PSA information are available. We also offer our 2-1-1 materials for sale at cost.

To thank our "Community Stewards", we have created a section of the 2-1-1 website where we list our supporters. We also include a link to their website.

For more information on Pathways of Central Ohio's 2-1-1 Community Stewardship Program, visit [www.211pathways.com](http://www.211pathways.com), email Kristin McCloud at [kmcccloud@pathwaysco.org](mailto:kmcccloud@pathwaysco.org) or call 740-345-6166 x211.



The 2-1-1 /Crisis Hotline Program Director, Walt Zang, is available to answer questions and provide public awareness to your organization about the 2-1-1 / Crisis Hotline and the services provided.

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[Walt Zang, LSW, CIRS | 740-345-6166](mailto:wzang@pathwaysco.org)  
[wzang@pathwaysco.org](mailto:wzang@pathwaysco.org)

The 2-1-1 /Crisis Hotline Resource Database Administrator, Lyn Romano, can assist agencies with questions about service and program listings in the Resource Database. Call or email her when you need assistance.



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[Lyn Romano, CRS | 740-345-6166](mailto:lromano@pathwaysco.org)  
[lromano@pathwaysco.org](mailto:lromano@pathwaysco.org)

# PATHWAYS

OF CENTRAL OHIO  
Serving Licking & Knox Counties



United Way of  
Licking County



United Way  
of Knox County

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