

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

The 2-1-1 Community Monthly Report provides statistics regarding requests received, referrals, and data on unmet needs in Licking and Knox Counties. New or important agency information and/or highlights of special programs/services available in Licking and Knox Counties are included.

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 or 740-345-6166 x200.

2-1-1 September Community Report



www.puco.ohio.gov

The Winter Reconnect Order has been issued by the Public Utilities Commission of Ohio (PUCO) on an annual basis. The order allows residential customers who are

disconnected or are threatened with disconnection to pay a maximum amount of \$175 to have their service restored or maintained. Any residential customer who is served by a regulated utility company, regardless of income, may use the Winter Reconnect Order, to establish, maintain or restore service. All regulated natural gas and electric companies must comply with the Winter Reconnect Order. The Winter Reconnect Order may be used once from Oct. 14, 2019 through April 15, 2020. There is no sign up required. Customers can simply contact their utility and mention the Winter Reconnect Order.

Regulated utilities in Ohio are familiar with the order and will be able to guide consumers through the process.

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The Home Energy Assistance Program is a federally funded program administered by the Ohio Development Services Agency (ODSA). It is designed to help eligible, low-income Ohioans meet the high costs of home heating. HEAP pays a one-time payment for most PUCO-regulated utility customers reflecting their usage for the current winter heating season.



www.puco.ohio.gov

The total household income of an applicant must be at or below 175 percent of the [federal poverty guidelines](#). To sign up or find out more about HEAP, contact your local community action agency.

Knox County:
Kno-Ho-Co-Ashland Community Action - 740-397-0378

www.knohoco.org

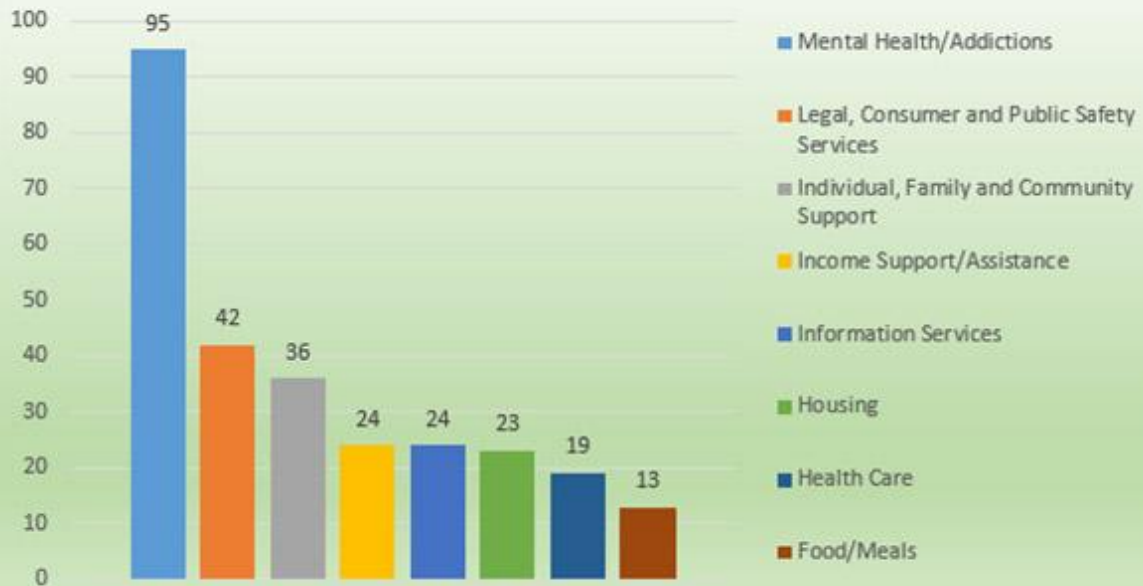
Licking County:
LEADS Community Action - 740-245-1391
www.leadscas.org

Monthly Call Totals for the Past 12 Months

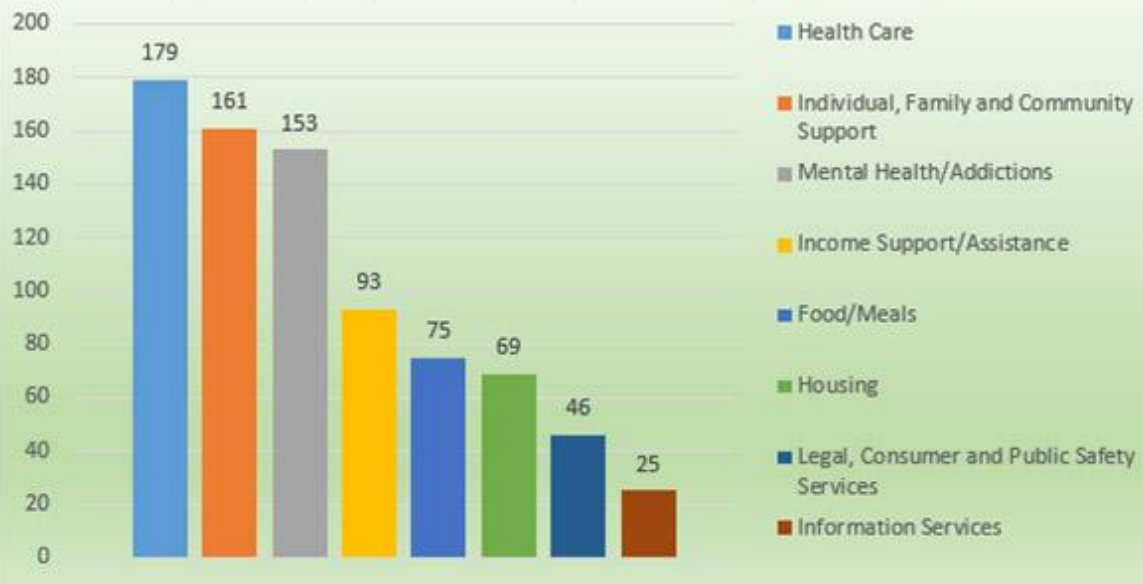
	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19
Total Calls w/Follow Ups	2028	2285	2034	1837	2619	2795	2480	2228	2172	2047	2201	2235	2209
Knox	333	351	287	300	282	295	296	289	300	255	248	275	293
Licking	829	896	851	715	742	710	775	790	843	757	849	892	800
Other	866	1038	896	822	1595	1790	1409	1149	1029	1035	1104	1068	1116

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 - September 2019

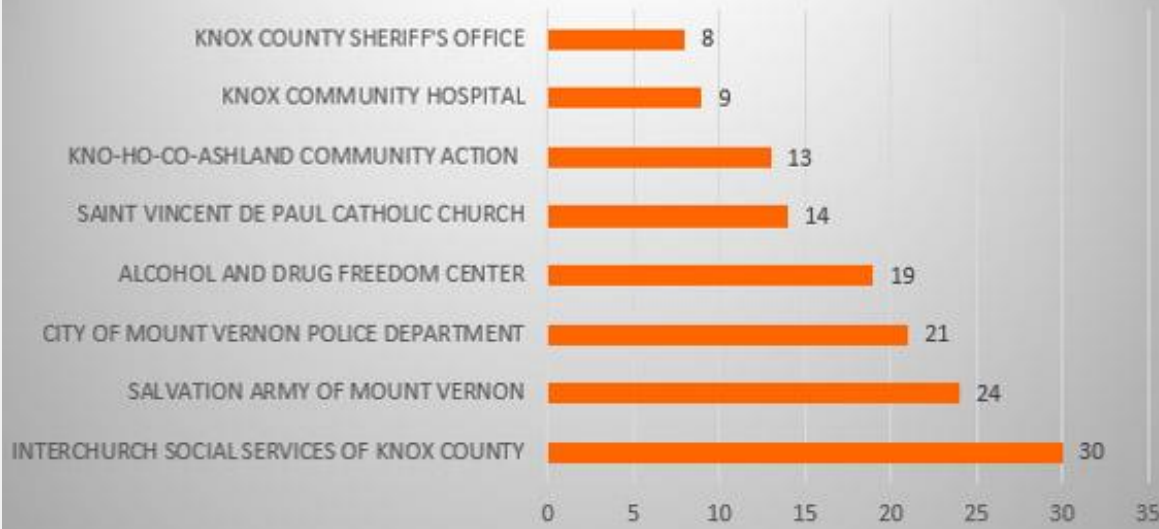


Licking County Top Services Requested - September 2019

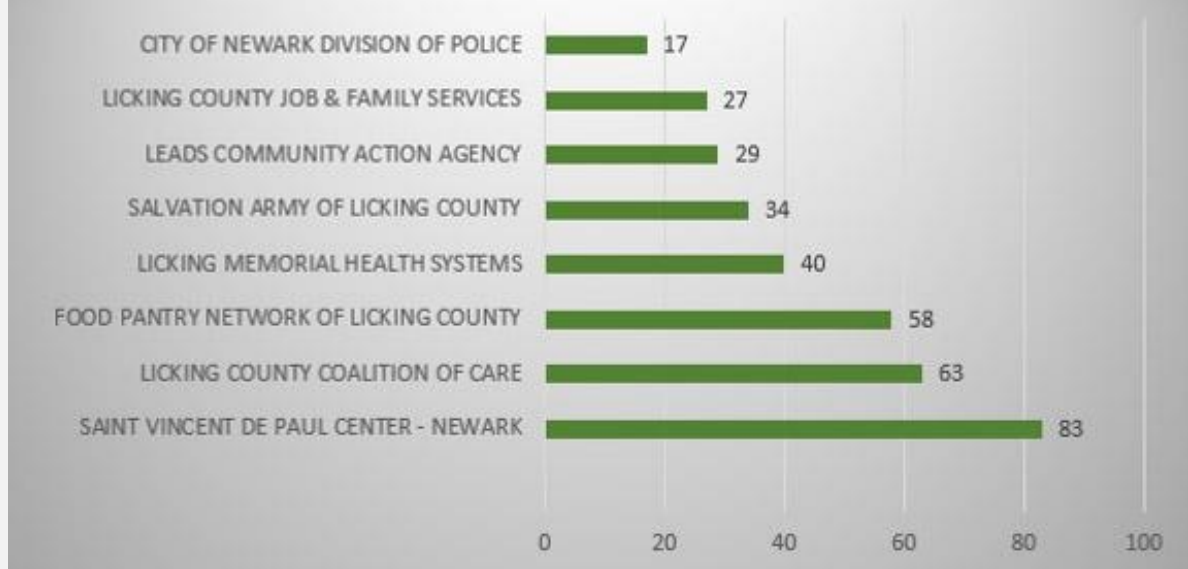


*The Top Agency graph below no longer includes Answering Service calls as a "referral".
Let us know if you have any questions.*

Knox County Top Agency Referrals - September 2019



Licking County Top Agency Referrals - September 2019



September Unmet Needs from Call Statistics

- Licking County
 - Assistive Technology Equipment Repair
 - Gas Money
 - Undesignated Temporary Financial Assistance
- Knox County
 - Diapers



Unique Visitors	1504
Total Site Visits	3426
Total Searches	2613

Online Resource Directory September Statistics

Top Searches by City

Newark
Mount Vernon
Granville
Heath
Pataskala
Etna

Top Searches by Service

Medical Appointments Transportation
Fresh Food
Food Pantries
General Clothing Provision
Home Based Mental Health Services
Community Shelters
Commodity Supplemental Food Program
Food Banks/Food Distribution Warehouses

Top Searches by Agency

Food Pantry Network of Licking County
Christ Evangelical Lutheran Church
Licking County Court of Common Pleas
Last Call Outreach Ministries
Main Place - Knox & Licking
Knox County Dept of Job/Family Services
Hot Meals Project of Knox County
Licking County Aging Program

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



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.



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

lromano@pathwaysco.org

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Serving Licking & Knox Counties



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