

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)

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](mailto:lromano@pathwaysco.org) or 740-345-6166 x200.

## 2-1-1 November Community Report

*All meals are open to the community at no cost and reservations are not required unless otherwise noted*



### **Knox County:**

\* Gay Street UMC - 5:30pm Friday, December 20  
Weekly Community Meal  
18 North Gay Street - Mount Vernon

### **ADDED:**

\* Gay Street UMC - 5:30pm Wednesday, December 25

Special Community Christmas Dinner  
18 North Gay Street - Mount Vernon

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- \* Salvation Army of Mount Vernon - 9am-3:30pm Christmas Eve, December 24  
Christmas Eve Day Meal Delivery  
Will deliver meals to those in need. Must call no later than one-day in advance to schedule delivery.  
206 East Ohio Avenue - Mount Vernon
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**REMOVED:**

- \* First Church of the Nazarene - 5:30pm-6:30pm Christmas Day, December 25  
Weekly Hot Meal Site will **NOT** be open.  
807 Coshocton Road - Mount Vernon
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**Licking County:**

- \* Crossroads Crusaders - 12pm-2pm, Saturday, December 21  
Community Christmas Meal at the American Legion Hall  
85 South Sixth Street - Newark

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  - \* Holy Trinity Lutheran Church - 5pm OR 6pm, Wednesday, December 18  
Celebrate with Santa & Mrs. Claus - Free meal, meet Santa, gift for each child present  
Must RSVP to Donna by text at 740-963-6487 or email at dgibson5575@gmail.com  
592 West Main Street - Newark

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  - \* Canal Market District - 10am-7pm, Christmas Eve, December 24  
Pancake Breakfast and Food Trucks. Eat in or take out. No cost for the community.  
Donations of coats, hats and gloves are welcome but not required.  
24 East Canal Street - Newark

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  - \* Skip Salome Family Christmas Dinner - 11am-2pm, Christmas Day, December 25  
Call 740-404-2642 for transportation or home-delivered meals.  
Elks Lodge - 73 North Third Street - Newark
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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.

[www.puco.ohio.gov](http://www.puco.ohio.gov)

HEAP pays a one-time payment for most PUCO-regulated utility customers reflecting their usage for the current winter heating season. 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:

Licking County:

**The Winter Reconnect Order** has been issued by the Public Utilities Commission of Ohio (PUCO) on an annual basis.



[www.puco.ohio.gov](http://www.puco.ohio.gov)

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.

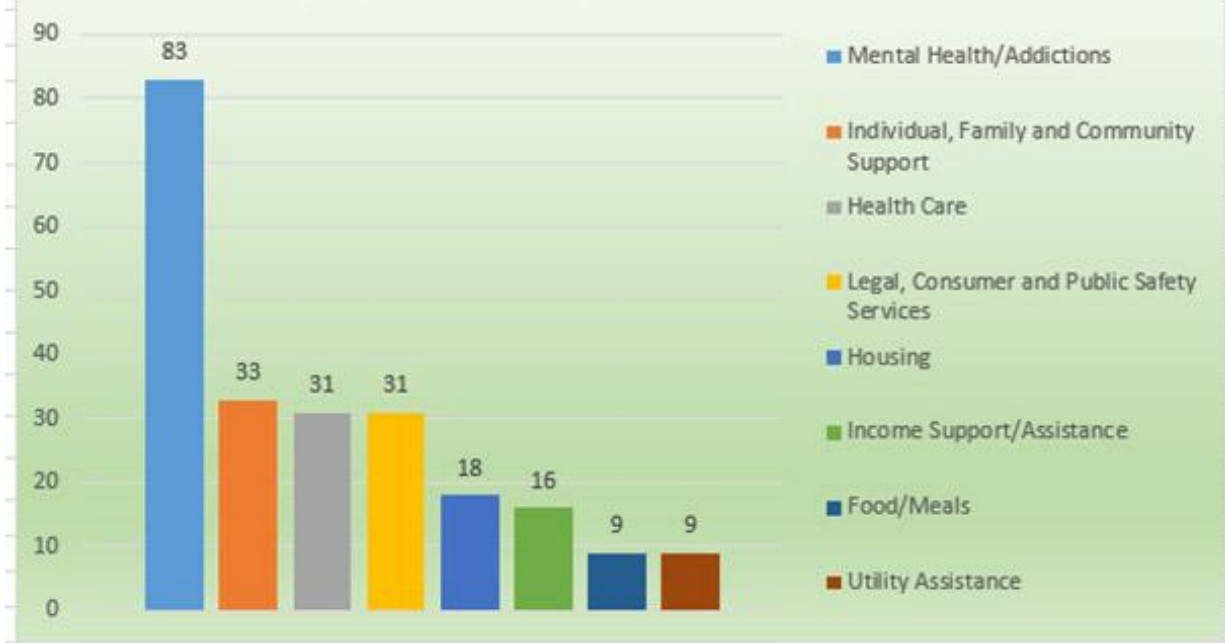
Regulated utilities in Ohio are familiar with the order and will be able to guide consumers through the process. There is no sign up required. Customers can simply contact their utility and mention the Winter Reconnect Order. Regulated utilities in Ohio are familiar with the order and will be able to guide consumers through the process.

#### Knox and Licking County Call Totals for the Past 12 Months

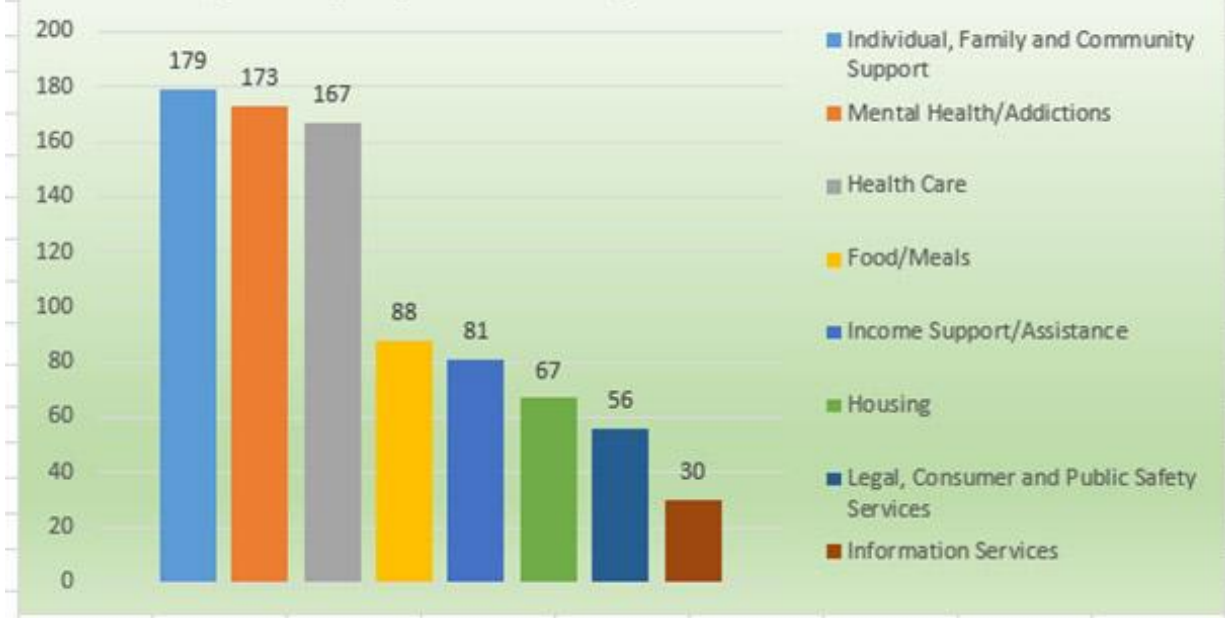
	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19
<b>Total Calls w/Follow Ups</b>	1138	1015	1024	1005	1071	1079	1143	1012	1097	1167	1093	1126	1113
<b>Knox</b>	287	300	282	295	296	289	300	255	248	275	293	289	260
<b>Licking</b>	851	715	742	710	775	790	843	757	849	892	800	837	853

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 - November 2019



Licking County Top Services Requested - November 2019



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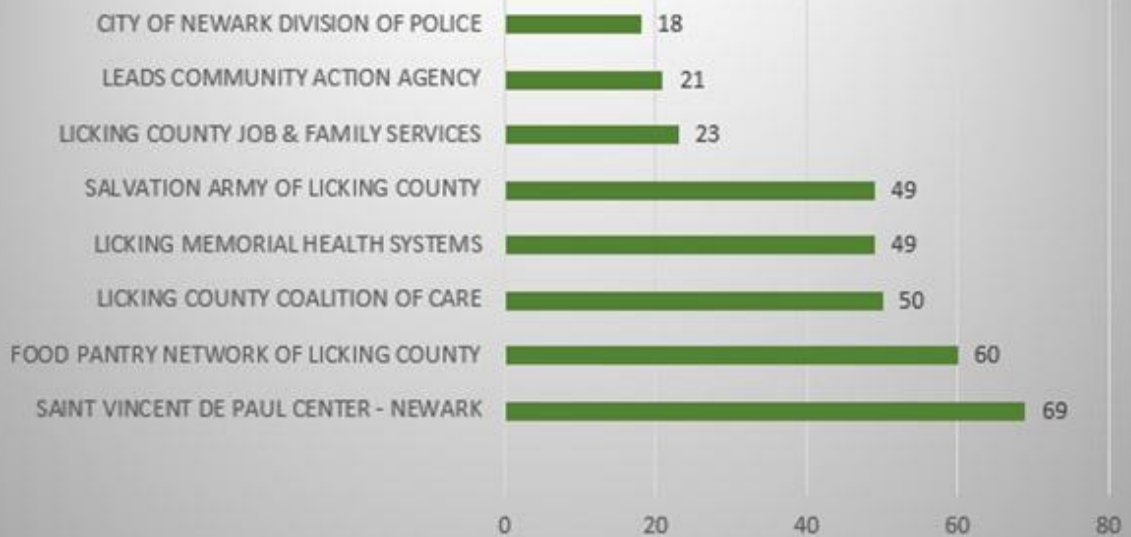
*The Top Agency graph below no longer includes Answering Service calls as a "referral".  
Let us know if you have any questions.*

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## Knox County Top Agency Referrals - November 2019



## Licking County Top Agency Referrals - November 2019



## November Unmet Needs from Call Statistics

Licking County  
 Thanksgiving Baskets  
 Extreme Cold Warming Centers  
 Homeless Shelter

Knox County  
 Home Maintenance and Minor Repair  
 Grants/Loans  
 Pest Control Services





Unique Visitors	1541
Total Site Visits	3238
Total Searches	2601

## Online Resource Directory November Statistics

### Top Searches by City

Newark  
Mount Vernon  
Heath  
Buckeye Lake  
Howard  
Heath  
Johnstown  
Utica

### Top Searches by Service

Food Pantries  
Fresh Food  
General Clothing Provision  
Utility Service Payment Assistance  
Electric Service Payment Assistance  
Transitional Housing/Shelter  
Transportation Organizations  
Home Barrier Evaluation/Removal Services

### Top Searches by Agency

Food Pantry Network of Licking County  
First Church - Newark  
Woodlands, Serving Central Ohio  
Christ Evangelical Lutheran Church  
Last Call Outreach Ministries  
LEADS Community Action Agency  
Old Country Church  
Knox County Dept. of Job/Family Services

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-DC | 740-345-6166

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

# PATHWAYS

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Serving Licking & Knox Counties

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United Way of  
Licking County



United Way  
of Knox County



**LICKING COUNTY  
FOUNDATION**



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