

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.

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## 2-1-1 January Community Report

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- \* Pathways 2-1-1/Crisis Hotline received 26,901 calls last year from people who needed help.
- \* Pathways 2--11/Crisis Hotline provides a vital link between service providers and those who most need assistance.
- \* Anyone who needs help in Knox, Licking, Morgan, Muskingum, Perry, Pickaway and Washington counties can reach Pathways 2-1-1/Crisis Hotline simply by dialing 2-1-1 on their telephone, or by texting their zip code to 898-211. Marion County residents can reach us by calling 800-544-1601.
- \* Anyone who calls the National Suicide Prevention Lifeline number (1-800-273-TALK) in the counties we serve will reach Pathways 2-1-1/Crisis Hotline's highly trained counselors.
- \* Pathways 2-1-1/Crisis Hotline's services are available 24 hours a day, 7 days a week, 365 days a year.
- \* Pathways 2-1-1/Crisis Hotline maintains an extensive service directory of 1,067 agencies and detailed listings of more than 3,000 services and programs to which callers can be referred. This information is available to the public either by calling 2-1-1 or on the Pathways 2-1-1/Crisis Hotline website at [211pathways.com](http://211pathways.com).
- \* Over half of the callers contacting Pathways 2-1-1/Crisis Hotline were looking for access

to basic needs including food assistance, medical care, housing, utility assistance or rent assistance.

[211pathways.com](http://211pathways.com)



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

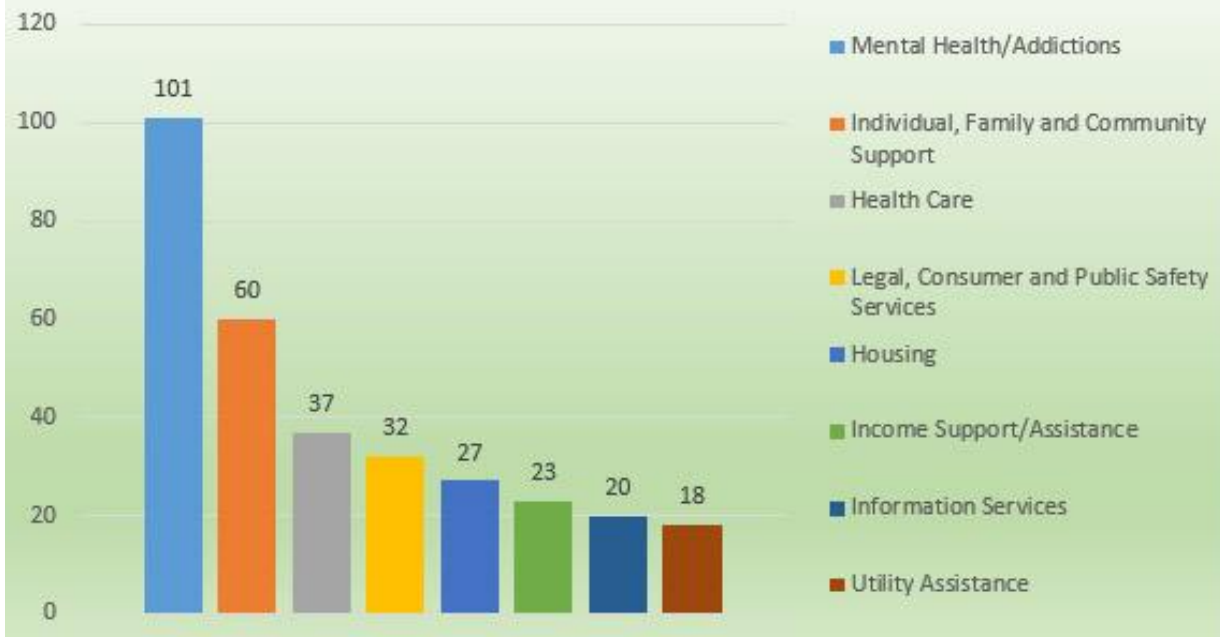
	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19
<b>Total Calls w/Follow Ups</b>	1015	1024	1005	1071	1079	1143	1012	1097	1167	1093	1126	1113	1213
<b>Knox</b>	300	282	295	296	289	300	255	248	275	293	289	260	275
<b>Licking</b>	715	742	710	775	790	843	757	849	892	800	837	853	938

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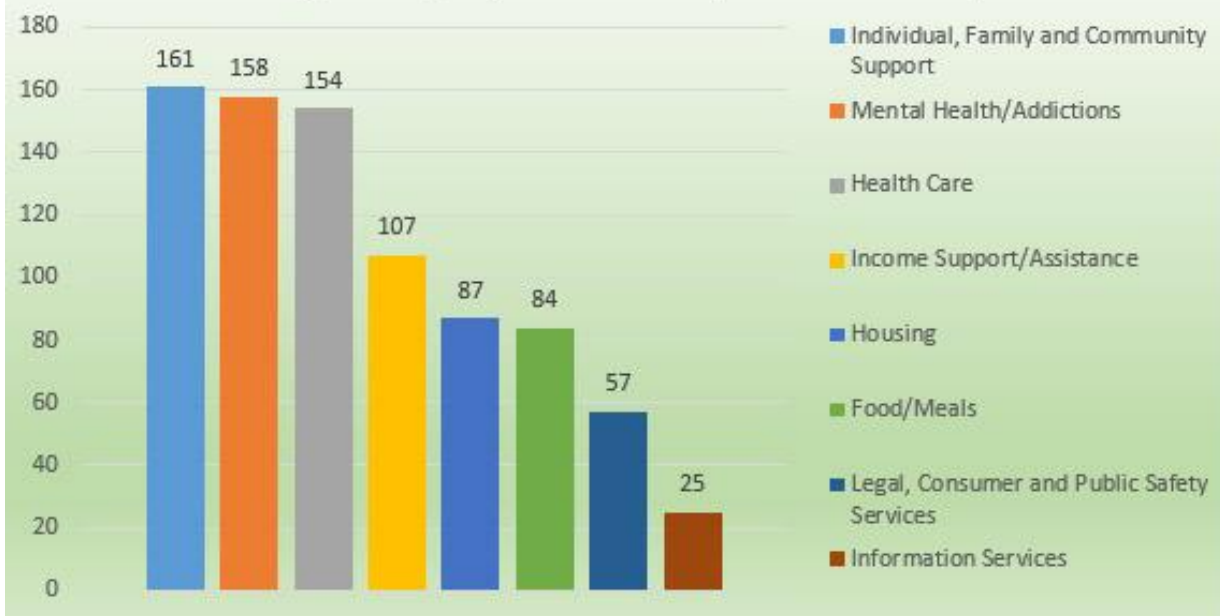
Both Knox and Licking Counties receive calls for the same types of services and agencies. These graphs/charts will give you an idea of needs and referrals based on call data for your individual communities.

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### Knox County Top Services Requested - January 2020

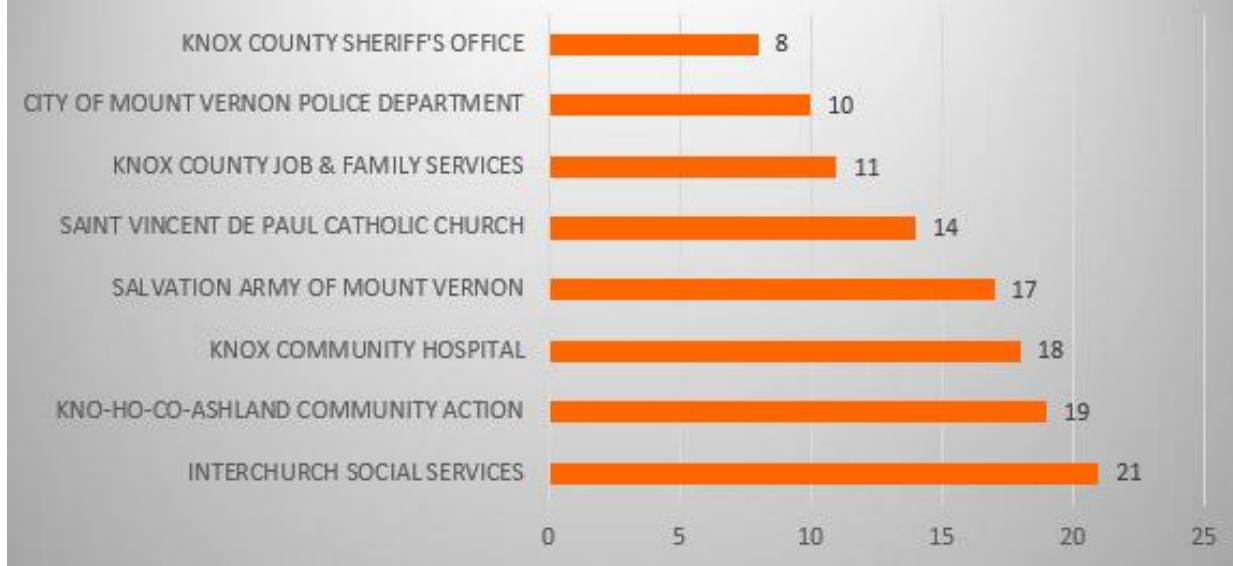


### Licking County Top Services Requested - January 2020

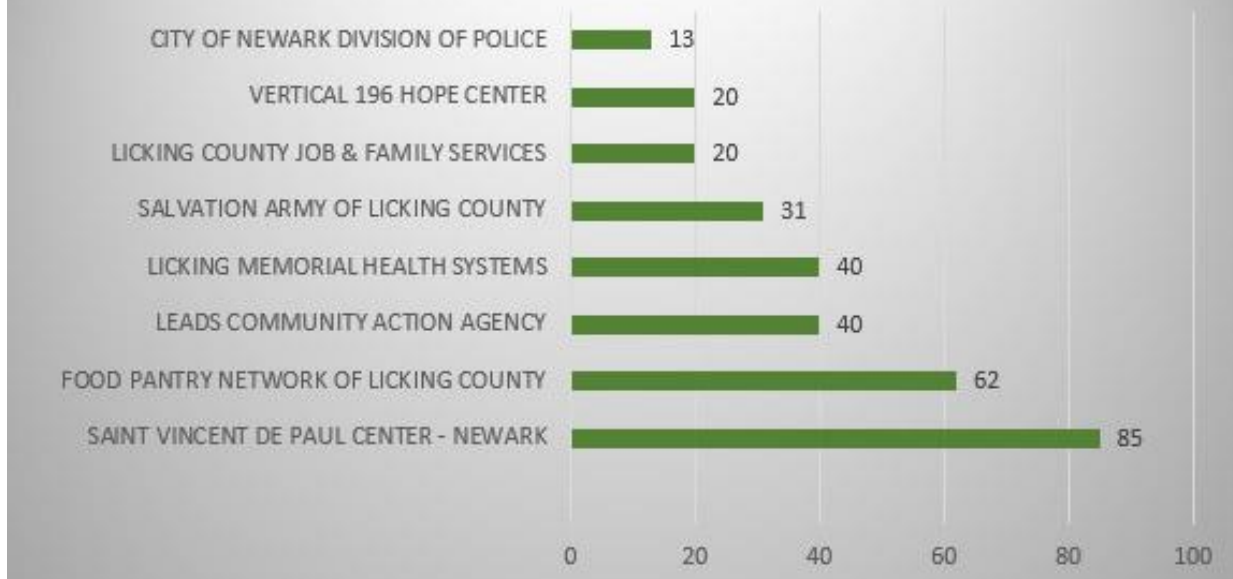


*The Top Agency graph below no longer includes Answering Service calls as a "referral".  
Let us know if you have any questions.*

## Knox County Top Agency Referrals - January 2020



## Licking County Top Agency Referrals - January 2020



## January Unmet Needs from Call Statistics

Licking County  
 Appliances  
 Gas Money  
 Homeless Shelter  
 Medical Expense Assistance

Knox County  
 Rent Payment Assistance







Unique Visitors	1718
Total Site Visits	3431
Total Searches	2465

## Online Resource Directory December Statistics

### Top Searches by City

Newark  
Mount Vernon  
Heath  
Pataskala  
Johnstown  
Buckeye Lake  
Granville  
Centerburg

### Top Searches by Service

Fresh Food  
General Clothing Provision  
Food Pantries  
Rent Payment Assistance  
Addictions/Substance Use Disorder Support Groups  
Recovery Homes/Halfway Houses  
Immigration/Naturalization Legal Services  
Child Support Assistance/Enforcement

### Top Searches by Agency

Food Pantry Network of Licking County  
Christ evangelical Lutheran Church  
LEADS Community Action Agency  
Licking County Health Department  
Main Place  
Old Country Church  
Licking/Knox Goodwill Industries  
First Church - Newark

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](mailto:lromano@pathwaysco.org)

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

# PATHWAYS

OF CENTRAL OHIO  
Serving Licking & Knox Counties

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Licking County



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