

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 March Community Report



Dear Readers,

Normally in this space, we share information about services in Licking and Knox Counties that you need to know about to better serve your clients and customers. This month, I would like to give you an update on Pathways of Central Ohio.

First and foremost, Pathways is still here for you. Pathways is serving the community as we always have but in new and creative ways. Nearly all staff are now working from home

and this includes our 2-1-1/Crisis Hotline staff. In September, we invested in a new phone system that has allowed our Community Resource Specialists to take calls anywhere. All staff have established quiet and confidential spaces in their homes to take your calls and text messages. Our Resource Database Manager, Lyn, who creates this newsletter and keeps our resource database up-to-date is also working from home. Lyn also has an assistant, Tamie, who has been hard at work as well.

Next, our Center for Prevention Services and Parent Education Center staff have also transitioned to working from home. They are busy recording videos to continue delivering our evidenced-based curriculums to local students. They are using Zoom to deliver parenting curriculums to parents at Courage House.

The prevention staff have been in close contact with our Youth Leadership Council students. The YLC members continue to work on projects to serve the community. The rising seniors on the YLC will be helping Pathways strategically plan for the future of the YLC.

The Board of Directors and I have every confidence that Pathways can weather this pandemic and come out an even stronger and better agency. This year is our 50th Anniversary as an agency. Information on our celebration of this milestone will be out later this year.

If you need to reach the 2-1-1/Crisis Hotline, dial 2-1-1 or 800-544-1601. You can text your zip code to 898211 or visit the online resource database at www.navigateresources.net/chic. Our staff stand ready to help you deal with the stress of the pandemic, find employment resources and public assistance, find emergency financial assistance, and find health care. This service is available 24/7 and is confidential.

To reach the Center for Prevention Services, dial 740-345-6166 x 220. The prevention staff can give you tips on preventing substance abuse and bullying or provide educational videos for your family to watch.

To reach the Parent Education Center, dial 740-345-6166 x 230. Our parent educators can give you tips on the handling the stress of managing a full-time job and the full-time education of your children. For those with infants and toddlers, our parent educators have ideas for activities you can do with your children. (Note: Prevention and parenting services are only available in Licking County.)

Pathways of Central Ohio is committed to being part of the effort to help Licking and Knox Counties respond to and recover from this pandemic. We are here for you. If you have other ideas on how we can help, contact me at 740-345-6166 x 211 or at kmcloud@pathwaysco.org.

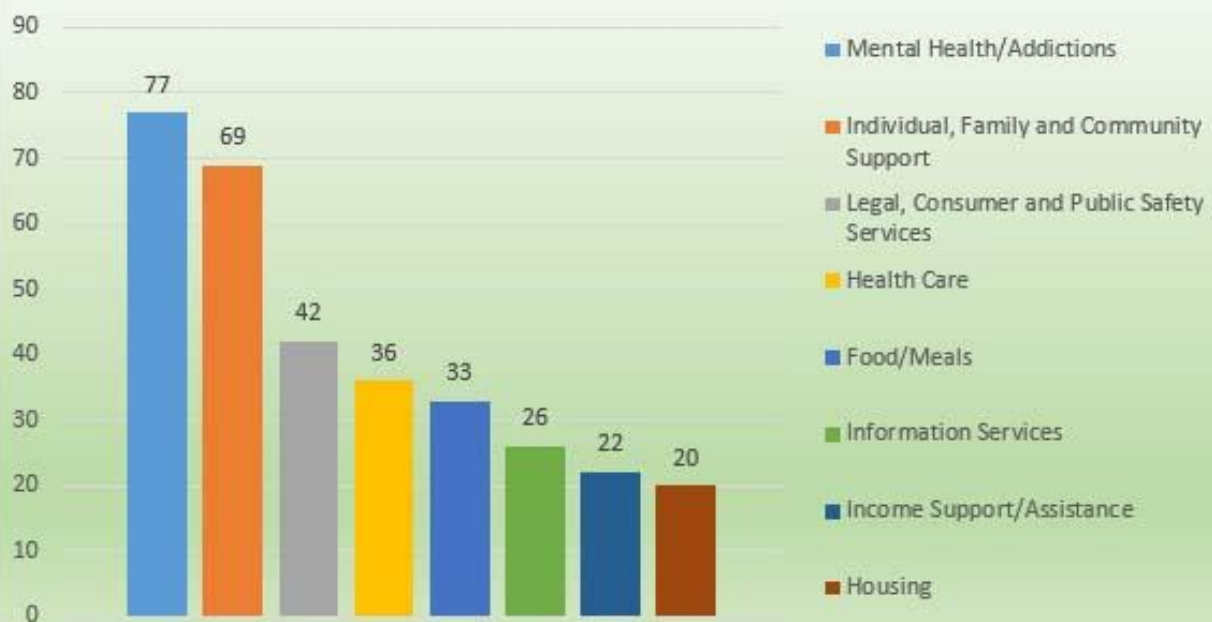
Be well,

Kristin McCloud
Executive Director

	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20
Total Calls w/Follow Ups	1071	1079	1143	1012	1097	1167	1093	1126	1113	1213	1137	1020	1400
Knox	296	289	300	255	248	275	293	289	260	275	288	281	369
Licking	775	790	843	757	849	892	800	837	853	938	829	739	1031

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.

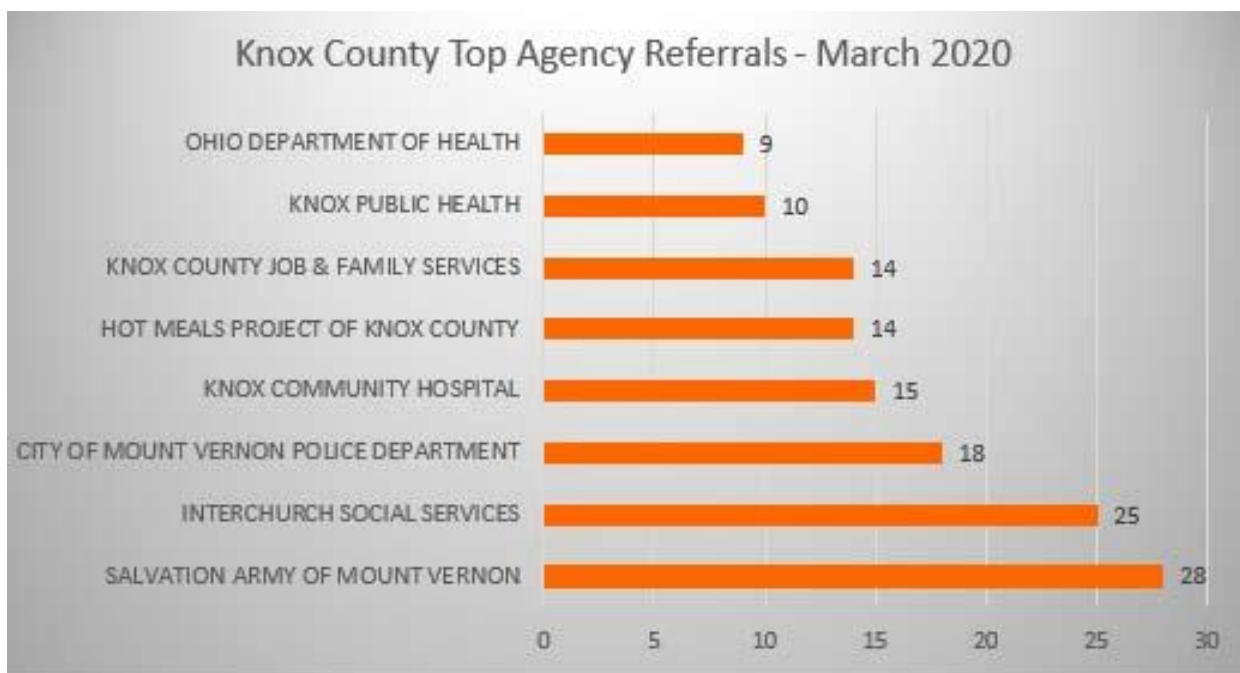
Knox County Top Services Requested - March 2020



Licking County Top Services Requested - March 2020



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



March Unmet Needs from Call Statistics

- Licking County
 - Diapers
 - Rent Payment Assistance
 - Homeless Shelter
- Knox County
 - Pet Food





Unique Visitors	1489
Total Site Visits	3015
Total Searches	2080

Online Resource Directory December Statistics

Top Searches by City

Newark
Mount Vernon
Pataskala
Heath
Granville
Utica
Hebron
Howard

Top Searches by Service

Fresh Food
Food Pantries
General Clothing Provision
Utility Assistance
Undesignated Temporary Financial Assistance
Assistive Technology Equipment Loan
COVID- 9 Control
Food Banks/Food Distribution Warehouses

Top Searches by Agency

Food Pantry Network of Licking County
Main Place
Ohio Department of Transportation
Old Country Church - Newark
Ohio State Highway Patrol
First Baptist Church of Heath
Hot Meals Project of Knox County
Licking/Knox Goodwill Industries

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



#EMERGENCY #COVID19

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

PATHWAYS
OF CENTRAL OHIO
Serving Licking & Knox Counties



United Way of
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of Knox County

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