

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 July Community Report

NEW Resource in the 211 database!!



Senior Community Service Employment Program (SCSEP)

For over 40 years, VANTAGE Aging's Workforce Solutions has connected Ohio seniors to employment by offering job training and placement to low-income adults age 55 and older. We oversee the Senior Community Service Employment Program

(SCSEP), funded by the U.S. Department of Labor and the Ohio Department of Aging.

SCSEP promotes the self-sufficiency of older workers. We connect low-income, unemployed adults, age 55 and older to paid job training. Job training takes place at community-based and government agencies. These agencies are able to build their capacity with SCSEP support. For-profit businesses may also use our contract training program to hire.

Call 330-253-4597 or visit website at <https://vantageaging.org/applynow> to get started and find out more about the program.

VANTAGE Aging serves Knox and Licking Counties through their Columbus office.

VANTAGE Aging
4300 East Broad Street
Columbus OH 43213
614-586-1975

For the latest information on Central Ohio School Districts re-opening plans, NBC4i Columbus offers an interactive map that can be searched by individual school districts.

<https://www.nbc4i.com/news/map-what-is-your-school-districts-covid-19-reopening-plan/>



For individuals/families facing eviction, looking for assistance with rent payments or may be dealing with utility shut offs due to the COVID-19 pandemic, please encourage them to call 2-1-1 for resources and a listening ear.

If your agency offers assistance in any of these areas, please email Lyn with the program details so we have as many resources as possible to give out to our callers.



Knox and Licking County Satisfaction Survey Results

Satisfaction Survey Story

Our funders as well as our national accrediting body require Pathways to conduct satisfaction surveys of our callers and "texters". With the end of our fiscal year on June 30, 2020, we had the opportunity to take a look at how well we did in assisting the community.

Surveys were conducted by phone and by text. Four questions were included in the survey this year. Here are the results:

Did 2-1-1 give you a referral?

82% Yes

18% No

Note: 2-1-1 is not able to give a referral in cases where no resources exist. We do make note of these unmet needs and share them with funders and other community members. In other cases, callers may refuse the referrals we offer.)

Has at least one referral met your need? (Asked from January 1 to June 30, 2020)

95% Yes

5% No

Have you contacted at least one referral? (Asked from July 1, 2019 to December 31, 2019)

85% Yes

15% No

(Note: There are many reasons why a caller may not contact a referral. They may have decided to wait to see if the problem improves. They may receive help from family or friends.)

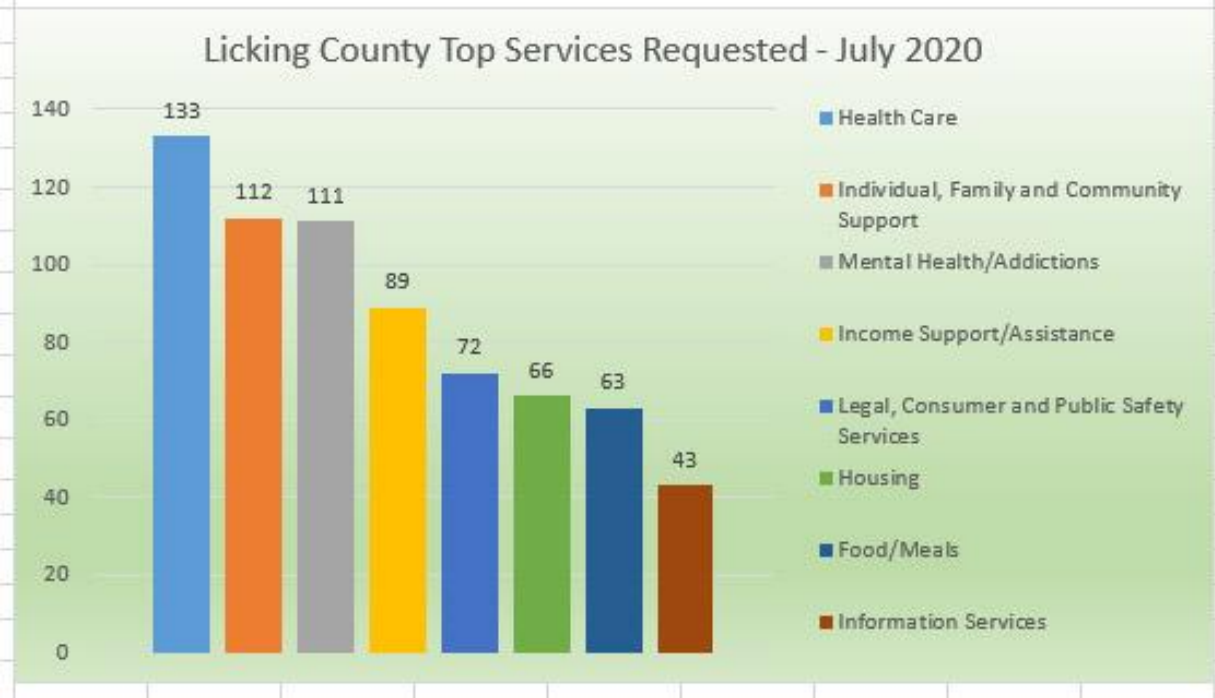
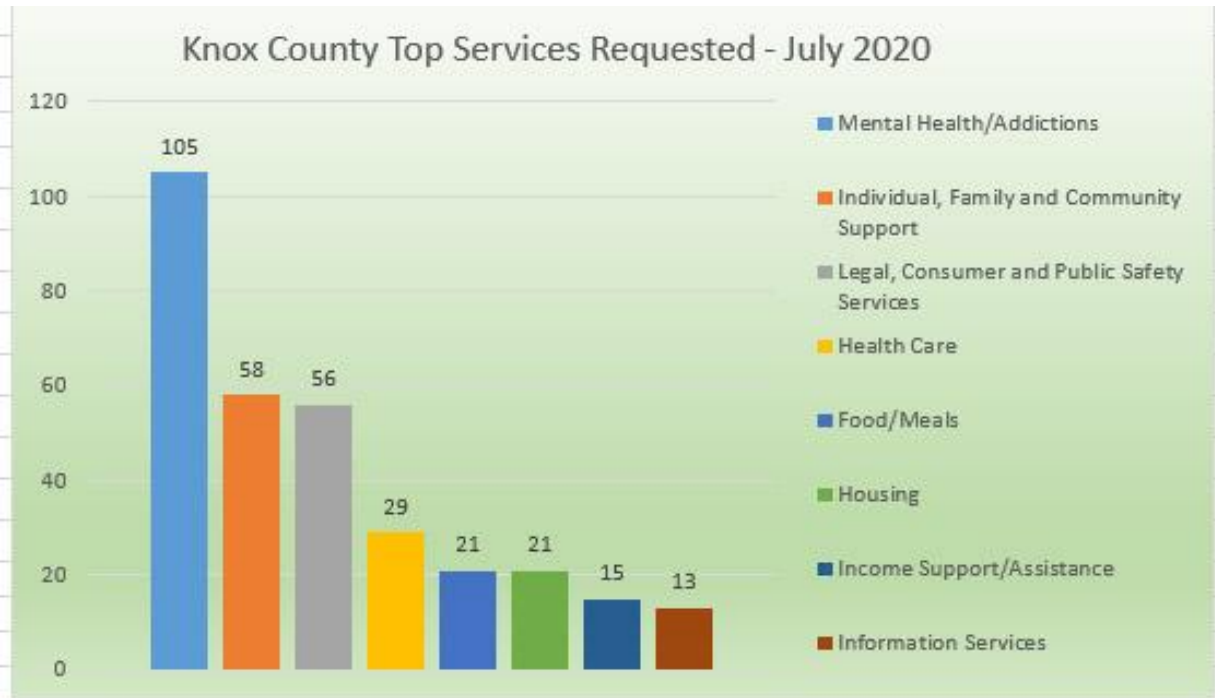
Would you call 2-1-1 again?

97% Yes

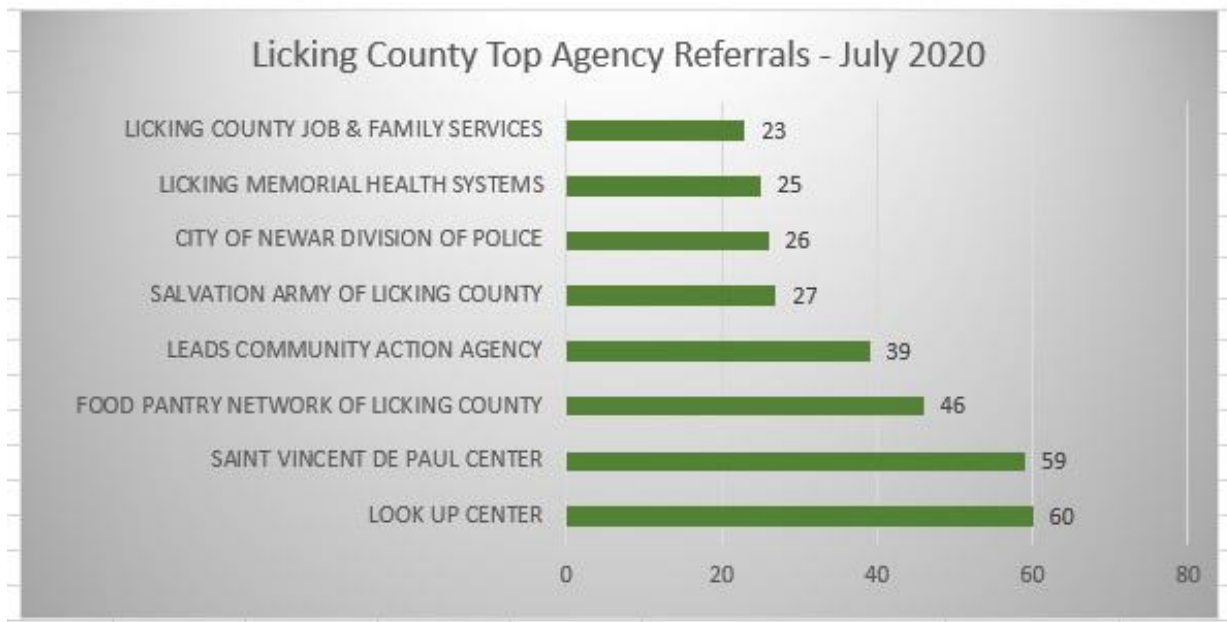
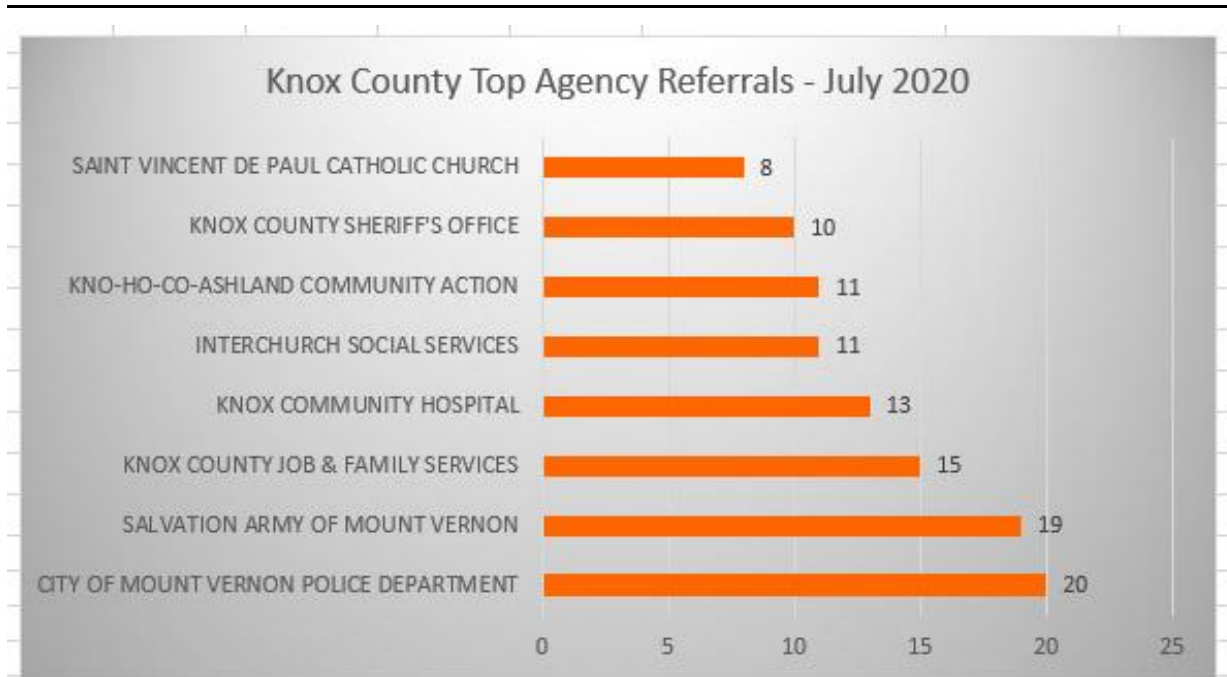
3% No

	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20
Total Calls w/Follow Ups	1097	1167	1093	1126	1113	1213	1137	1020	1400	1064	1043	989	1046
Knox	248	275	293	289	260	275	288	281	369	382	409	339	339
Licking	849	892	800	837	853	938	829	739	1031	682	634	650	707

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.



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



July Unmet Needs from Call Statistics

Licking County
Appliances
General Furniture Provision
Homeless Shelter List

Knox County
Diapers
Home Maintenance & Minor Repair Grants/Loans
Motel Bill Payment Assistance





Unique Visitors	1289
Total Site Visits	2223
Total Searches	1600

Online Resource Directory July 2020 Statistics

Top Searches by City

Newark
Mount Vernon
Heath
Pataskala
Buckeye Lake
Fredericktown
Martinsburg
Howard

Top Searches by Service

Free School Supplies
Immigration/Naturalization Legal Services
Fresh Food
Food Pantries
General Clothing Provision
Domestic Violence Shelters
Rent Payment Assistance

Top Searches by Agency

Food Pantry Network of Licking County
Licking County Job & Family Services
Southeastern Ohio Legal Services
Ohio Department of Job & Family Services
LEADS Community Action Agency
Behavioral Healthcare Partners
Licking/Knox Goodwill Industries
Ohio State Highway Patrol

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



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

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Serving Licking & Knox Counties



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Licking County



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of Knox County



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