

May/June 2024 Community Report



New Staff:



Amanda Dawoodarry has recently been promoted to the role of 211/988 Crisis Hotline Program Director. Amanda comes to us with over 18 years of experience in social services. Amanda began her journey here at Pathways as a community resource specialist. After a year and a half in that role, Amanda was promoted to hotline supervisor. Amanda graduated from Eastern Kentucky University with a Bachelor's of Science in Psychology and Case Western Reserve University with a Master's degree in Social Work with an emphasis in macro practice. In her free time, Amanda enjoys spending time with her family, traveling, reading and Cincinnati Reds baseball.

Katie Adair was recently promoted at Pathways and is now the 211/988 Crisis Hotline Supervisor after serving 18 months as a Crisis Response Specialist. Katie started her journey when she graduated from The Ohio State University with a Bachelor's of Science in Social Work. Initially, Katie worked with individuals being released from federal prison to re-establish themselves in the community. As the oldest of three, Katie has always had a natural drive to care for and protect others. In her spare time, Katie enjoys her Netflix shows, reading, cooking, and most of all spending time with her family.



Important News and Information:

HEAP SUMMER CRISIS PROGRAM

The Home Energy Assistance Summer Crisis Program provides a one-time benefit to eligible Ohioans with cooling assistance during the summer months. The program runs from July 1 to Sept. 30.

The focus of the Summer Crisis Program is to help with electric utility bills, central air conditioning repairs, and air conditioning unit and/or fan purchases. Households with a household member who is either 60 years of age or older, has a certified medical condition, and households who have a disconnect notice, have been shut off, or are trying to establish new electric service may be eligible for assistance.

The Summer Crisis Program assists low-income households or those that have a disconnection notice, have been shut off, are trying to establish



Local Resources:

Licking County -
LEADS Community Action
Mon-Fri 8:30am-4pm
159 Wilson Street, Newark
740-349-8606
www.leadscas.org

Knox County -
Kno-Ho-Co-Ashland Community Action
Mon-Fri 8am-4:30pm
309 South Main Street, Mount Vernon
740-397-0378
knohoco.org/heap-summer-crisis-program-available

new service on their electric bill, require air conditioning, or those with an elderly household member (60 years or older) who can provide physician documentation that cooling assistance is needed for their health.

Disaster Response

211 is a partner in disaster response in both Licking and Knox Counties. For example, during the recent heat dome, 211 fielded calls from the public looking for cooling centers.



Pathways also sent out text messages to local social service agencies informing them of cooling center availability. If you live in Licking County, you can text PCOLicking to 898211 to sign up for text messages about community resources. If you live in Knox County, text PCOKnox to 898211 for community resource text messages. These are one-way texts so Pathways cannot reply to them. However, you can text your zip code to 898211 or call 211, to speak to one of our community resource specialists. For texts, messaging and data rates apply.

	May 23	Jun 23	Jul 23	Aug 23	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24
Total Calls w/Follow Ups	1018	1102	1077	1234	1245	1217	1185	1250	1314	1131	1156	1203	1358
Knox	225	256	255	287	246	254	181	210	307	264	271	273	290
Licking	793	846	822	947	999	963	1004	1040	1007	867	885	930	1068

For more detailed monthly reports on calls to our 211/Crisis Hotline, visit www.pathways.211counts.org

Knox and Licking County Call Totals for the Past 12 Months

May Unmet Needs from Call Stats

Licking County

- Burial/Cremation expense Assistance
- General Yard Work
- Housekeeping Assistance

Knox County

- Emergency Shelter



Home Maintenance & Minor Repair Service
Pet Food

June Unmet Needs from Call Stats

Licking County

Automobile Insurance Payment Assistance
Home Maintenance & Minor Repair Service

Knox County

Medication Disposal
Utility Assistance

2024 Agency Updates

Did you know that you can login to the 211 database at any time to review your agency and service information? Just click the 211 Online Resource Directory button to the right, scroll down and click Service Provider Tools.

If you don't know your login/password (sent with Web Survey Request email (at the very bottom of the message), click the Request Password button to request a user name and password. You should receive a reply within 72 business hours.

Don't forget to check your email for the 2024 Agency Update Request from Lyn Romano, CRS-DC at lromano@pathwaysco.org. Please check your Spam/Junk Mail folder, also. Requests are sent out annually to agencies that have given us a current email address.



*It's a New Year,
and updating your
agency listing is vital
to keeping our
database current!*

*Thank you for your
help in providing the
most accurate
information for
our callers !!*

**For anyone in need, the 211/988 Crisis Hotline
is available 24/7/365.**



Help Promote 211 and 988 in Licking and Knox Counties!

Pathways has supplies of 211 and 988 cards, rack cards, magnets and posters for distribution in the community. Help us spread the word about these numbers to connect your neighbors to local resources.

Call 740-345-6166 x200 or email your request to mail@pathwaysco.org.

Pathways Facebook page

Join our 1,300 followers by liking us on Facebook and keep up with current news and information in our communities!



Click the logo to go to our page. >>>



The 211 Community Monthly Report provides statistics regarding calls received and data on unmet needs in Licking and Knox Counties. New or important agency information and/or highlights of special programs and 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, please contact Lyn Romano at lromano@pathwaysco.org or 740-345-6166 x200.

There are 3 ways to contact us for free, confidential assistance:

CALL 211, 345-HELP, 1-800-544-1601

TEXT your zip code to 898211

VISIT 211pathways.org



211/Crisis Hotline Program Director, Amanda Dawoodarry, is available to answer questions and provide public awareness to your organization about the 211/Crisis Hotline and the services provided.

Amanda Dawoodarry, MSW
740-345-6166 ext. 229
adawoodarry@pathwaysco.org



211/Crisis Hotline Certified Resource Database Curator, Lyn Romano, can assist agencies with questions about service/program listings in the Resource Database. Call or email her when you need assistance.

Lyn Romano, CRS-DC
740-345-6166 ext. 200
lromano@pathwaysco.org



211/Crisis Hotline Resource Database Assistant, Andrea Rudin, works alongside our Database Curator to keep the service/program listings updated in the Resource Database. Email her when you need assistance.

Andrea Rudin, Resource Database Assistant
arudin@pathwaysco.org



United Way of Licking County





Pathways of Central Ohio | 1627 Bryn Mawr Drive | Newark, OH 43055 US

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