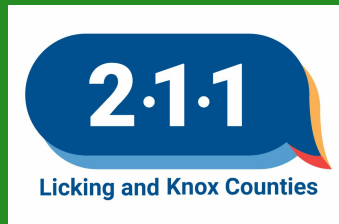


## December 2025 Community Report



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### Local Agency Updates:

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#### Licking County Updates:

### LEADS Home Weatherization Assistance Program (HWAP)



The LEADS Home Weatherization Assistance Program (HWAP) provides FREE energy improvements for eligible households — including:  
Attic, wall, and basement insulation  
Heating system repairs or replacements  
Air-leakage reduction  
And more — tailored to your home's needs!  
HWAP partners with the WarmChoice® Program, helping

### Winter Crisis Program runs from November 1 until March 31.

Winter Crisis Program provides a benefit once per heating season to an

Columbia Gas of Ohio/NiSource customers save even more through Home Performance with ENERGY STAR® standards. Our certified staff and contractors perform a full-home energy diagnostic assessment to ensure your home gets the best upgrades possible — improving comfort, safety, and efficiency.

Learn more or apply today by visiting or calling today

Newark Service Center  
160 Wilson Street  
Newark OH 43055  
740-349-8606

income eligible Ohioan's main heating and/or electric accounts. Eligible households are those at or below 175% of the Federal Poverty Guidelines that are disconnected (or have a pending disconnection notice), need to establish new service, need to pay to transfer service, or have 25% or less of bulk fuel supply remaining.

#### HOW TO APPLY

Online  
[energyhelp.ohio.gov](http://energyhelp.ohio.gov)

In Person  
Newark Service Center  
160 Wilson Street  
Newark OH 43055  
Monday-Thursday, 8:00-4:30  
740-349-8606 option 1

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## Knox County Updates:



### Emergency Home Energy Assistance Program

The Emergency Home Energy Assistance Program (HEAP) is a federally funded program designed to help low-income households meet the high cost of home heating. Emergency HEAP provides assistance once per heating season to eligible households who are disconnected, threatened with disconnection, or have less than a 25% supply of bulk fuel. A direct payment is paid to the utility company. In-home visits to those who are unable to come into the office due to physical limitations.

#### Income Guidelines:

HEAP – At or below 175% of the Federal Poverty Level. PIPP-Plus – At or below 175% of the Federal Poverty Level.

### Knox County Office

(740) 397-0378  
309 S. Main Street  
Mt. Vernon, Ohio 43050

Kno-Ho-Co-Ashland Winter Crisis Program begins November 1.

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## Current Events

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## **December is HIV/AIDS Awareness Month.**

December is HIV/AIDS Awareness Month, with World AIDS Day being observed annually on December 1.

The theme for the year is "Rethink. Rebuild. Rise," focusing on resilience and recommitting to ending the epidemic.

HIVinfo.NIH.gov Offers the latest federally approved information on HIV/AIDS clinical research, treatment and prevention, and medical practice guidelines for people living with HIV/AIDS, their families and friends, health care providers, scientists, and researchers.

Call 1-800-448-0440  
Mon-Fri 1pm-4pm.

### **Local Resources:**

***Knox County*** –  
OHIO  
AIDS/HIV/STD/HOTLINE  
1-800-332-2437  
Mon-Fri 9am-5pm

***Licking County*** –  
Family Health Services of  
East Central Ohio  
Rapid testing for HIV.  
Results available same  
day.  
740-344-9291  
100 McMillen  
Dr. Newark, OH

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**Pathways News:**

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## **Funding Updates/Agency Updates!**

Funding cuts are impacting vital services across the community, leaving many individuals and families without the support they rely on. As resources shift or shrink, it's more important than ever to keep 211 informed. If your organization provides services, please ensure your 211 listing is current—so those in need can still find help when it matters most. Update your information today to help us connect people with the resources that remain available.

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 24 business hours. You can also reach out to our Resource Database Manager, Michaela Paulik to request your login/password directly. You can email her at [mpaulik@pathwaysco.org](mailto:mpaulik@pathwaysco.org)

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

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	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25	Jul 25	Aug 25	Sep 25	Oct 25	Nov 25
<b>Total Calls w/Follow Ups</b>	1197	1351	1514	1269	1473	1533	1581	1684	1859	1607	1720	1943	1696
<b>Knox</b>	230	284	260	194	244	238	259	330	352	265	300	261	276
<b>Licking</b>	967	1067	1254	932	1130	1177	1212	1194	1335	1342	1260	1505	1296

For more detailed monthly reports on calls to our 211/988 Crisis Hotline,  
visit [pathways.211counts.org/](http://pathways.211counts.org/)

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### **November Unmet Needs from Call Stats**

#### ***Licking County***

**Gas Money**

**Holiday Adoption Programs**

#### ***Knox County***

**Emergency Shelter**



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## Unmet Needs; Why they matter to 211 and to you!

"Unmet needs" refer to requests for help that 211 cannot fulfill due to a lack of available resources, services, or program capacity in the community. These can include things like housing, transportation, childcare, or utility assistance that callers urgently need but cannot access.

Tracking unmet needs is critical for a 211 agency. It helps identify service gaps, highlight emerging trends, and inform local agencies and funders about where more support or investment is needed. Understanding what needs go unmet empowers local agencies to advocate for systemic solutions, support community planning, and ultimately, help close those gaps to better serve individuals and families in crisis.

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### 2025 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 24 business hours.

***Updating your agency listing is vital to keeping our database current!***

Don't forget to check your email for the 2025 Agency Update Request from Michaela Paulik, RD Manager at [mpaulik@pathwaysco.org](mailto:mpaulik@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.

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

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

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### **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 x322 or email your request to  
*[mpaulik@pathwaysco.org](mailto:mpaulik@pathwaysco.org)*.

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### **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 Michaela Paulik at [mpaulik@pathwaysco.org](mailto:mpaulik@pathwaysco.org) or 740-345-6166 x322.

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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](http://211pathways.org)



211/988 Crisis Hotline Program Director, Michaela Paulik, is available to answer questions and provide public awareness to your organization about the 211/Crisis Hotline and the services provided.

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Michaela Paulik, MS  
740-345-6166 ext. 229  
[mpaulik@pathwaysco.org](mailto:mpaulik@pathwaysco.org)



211/Crisis Hotline Resource Database Assistant, Sara Gigliotti, works alongside our Database Curator to keep the service and program listings updated in the Resource Database. Call or email her when you need assistance.

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Sara Gigliotti, RDA  
740-345-6166 ext. 306  
[sgigliotti@pathwaysco.org](mailto:sgigliotti@pathwaysco.org)



211/Crisis Hotline Certified Resource Database Curator, Lyn Romano, works alongside our Database Assistant to keep the service and program listings updated in the Resource Database. Call or email her when you need assistance.

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Lyn Romano, CRS-DC  
740-345-6166 ext. 200  
[lromano@pathwaysco.org](mailto:lromano@pathwaysco.org)





United Way of  
Licking County



United Way of  
Knox County



Knox County Commissioners

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

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