

## January 2026 Community Report



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### Local Agency Updates:

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#### Licking County Updates:

##### Tax Season Is Here

The AARP Tax Service will once again offer free income tax preparation at Heritage Hall Senior Center. Professionally trained volunteers staff the program, specializing in assisting seniors aged 60 and older. Appointments will be available starting January 20, 2026, between 8:30 AM and 3:30 PM, Monday through Friday. To schedule an appointment, please call (740) 641-2387.



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#### Knox County Updates:



Legal Aid of Southeast and Central Ohio is organizing a free legal clinic on January 21, 2026, from 10 AM to 1 PM at The Station Break Senior Citizens Center in Mount Vernon, Ohio. This event is designed for low-income adults aged 60 and above. Attendees will have the opportunity to consult with an attorney to prepare simple wills, financial and medical powers of attorney, and transfer-on-death affidavits for real estate owners.

Melissa Dutton, Director of Communications for Legal Aid of Southeast and Central Ohio, can be contacted for further information at [mdutton@lasco.org](mailto:mdutton@lasco.org) or by phone at 614-737-0144. Interested participants must sign up in advance by calling 614-737-0121.

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## Current Events

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### **January is National Blood Donor Awareness Month.**

National Blood Donor Month was officially established in 1970 to recognize and honor the millions of Americans who voluntarily donate blood to help save lives.

January was chosen as the month to celebrate blood donors because winter is traditionally a time when

### **Local Resources:**

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

American Red Cross - East Central Ohio  
Blood donation center,  
located at 225 North 21st  
Street, in Newark.

blood donations decline due to weather conditions, holiday travel, and seasonal illnesses.

Volunteer blood donors are the sole source of life-saving blood products.

Visit <https://www.blooddonormonth.org/> to learn more.

Register for an appointment at [www.redcrossblood.org](http://www.redcrossblood.org)  
Walk-ins accepted.

***Licking County -***

American Red Cross - East  
Central Ohio

143 South 30th Street

Newark, OH 43058.

740-349-9442

Mon-Fri 8am-4:30pm.

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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 Assistant , Sara Gigliotti to request your login/password directly. You can email her at [sgigliotti@pathwaysco.org](mailto:sgigliotti@pathwaysco.org).

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

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	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25	Jul 25	Aug 25	Sep 25	Oct 25	Nov 25	Dec 25
<b>Total Calls w/Follow Ups</b>	1351	1514	1269	1473	1533	1581	1684	1859	1607	1720	1943	1696	1601
<b>Knox</b>	284	260	194	244	238	259	330	352	265	300	261	276	346
<b>Licking</b>	1067	1254	932	1130	1177	1212	1194	1335	1342	1260	1505	1296	1130

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

## December Unmet Needs from Call Stats

### **Licking County**

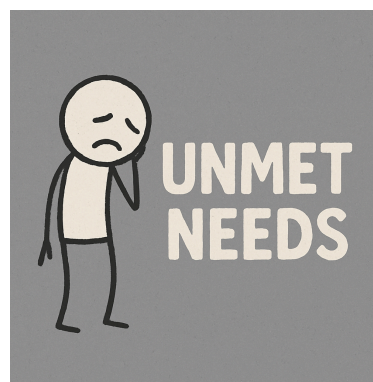
Pest Control Services

Holiday Gifts/Toys

### **Knox County**

Animal Surrender Services

Taxi



## 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.

## 2026 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



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

password. You should receive a reply within 24 business hours.

Don't forget to check your email for the 2026 Agency Update Request from Sara Gigliotti, RD Assistant at [sgigliotti@pathwaysco.org](mailto:sgigliotti@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 Sara Gigliotti at [sgigliotti@pathwaysco.org](mailto:sgigliotti@pathwaysco.org) or 740-345-6166 x306.

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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**



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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