
January 2026 Community Report



Local Agency Updates:

Licking County Updates:

Volunteer Income Tax Assistance (VITA)

Licking County Coalition for Housing offers free tax preparation assistance, through Volunteer Income Tax Assistance (VITA). Appointments are required.



Call 740-345-1970 ext. 200 starting
January 16, 2026.

Please call after you have received all
tax documents.

Knox County Updates:



Knox County Transit Fare Free Routes

Knox County Transit will continue fare free routes for another six months with some changes effective February 17, 2026. There will be a new transfer location at 308 South Gay Street.

The fare free routes run 7am-5pm with drivers taking a lunch break between 11am and 12pm.

Riders can find routes and schedules on the Knox County Transit Facebook page and [website](#).

Knox County Transit also offers on-demand response from 5am-7pm and the Night Bus service until 4am.

the NIGHT BUS running until 1am.

In November Knox County Transit had a ribbon-cutting ceremony featuring buses that enhance the ride for passengers with mobility issues. Knox County Transit went through a rebrand in 2025. The rebrand included a new logo, colors, mission statement, and website.

That rebranding coincided with Pathways of Central Ohio reintroducing itself and the 211 resource number to the Knox County community. Pathways has signs on the interior and exterior of the buses describing 211 and how riders can access services.

Current Events



February is American Heart Month.

Cardiovascular disease is the number one killer of people in the United States. American Heart Month aims to raise awareness of cardiovascular disease with the goal to reduce the death rates from cardiovascular disease and stroke. The American Heart Association provides programs and resources to build healthier lives, free of cardiovascular diseases and stroke.

Visit the website at <https://www.heart.org/>.

Call the Heart Information Warmline at 800-242-8721

Local Resources:

Knox County –
Knox Community Hospital
20-minute heart checks.
Saturday February 14 and
28, 2026. The cost is \$20
(cash or check only) and
includes a lipid panel,
glucose check, blood
pressure, and a body
mass index screening.
This is for ages 18 and
older.
Call 740.393.9621.

Licking County –
American Heart

Call the Stroke Information Warmline at
888-478-7653

American Heart
Association - Columbus
Metro - Heart Information
Line:
800-242-8721

Pathways News:



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.

Knox and Licking County Call Totals for the Past 12 Months

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
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	25	25	25	25	25	25	25	25	25	25	25	25	26
Total Calls w/Follow Ups	1514	1269	1473	1533	1581	1684	1859	1607	1720	1943	1696	1601	1828
Knox	260	194	244	238	259	330	352	265	300	261	276	346	354
Licking	1254	932	1130	1177	1212	1194	1335	1342	1260	1505	1296	1130	1271

For more detailed monthly reports on calls to our 211/988 Crisis Hotline, visit pathways.211counts.org/

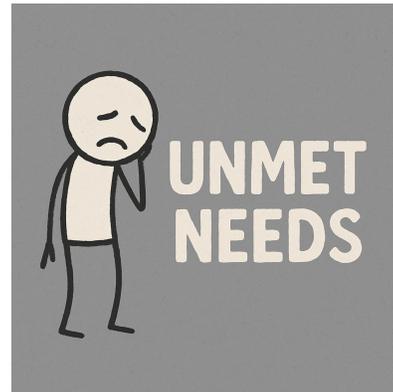
January Unmet Needs from Call Stats

Licking County

Automotive Repair and Maintenance
Gas Money

Knox County

Emergency Shelter
Extreme Cold Warming Centers



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 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. Please check your Spam/Junk Mail folder, also. Requests are sent out annually to agencies that have given us a current email address.

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 x229 or email your request to mpaulik@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 Sara Gigliotti at sgigliotti@pathwaysco.org or 740-345-6166 x306.

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.

Michaela Paulik, MS



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.



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.

Lyn Romano, CRF, DC

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United Way of
Licking County



United Way of
Knox County





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