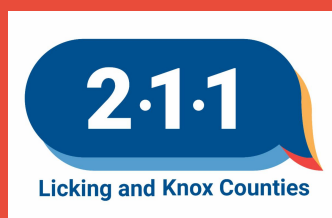


July 2026 Community Report



Local Agency Updates:

Licking County Updates:



Summer Crisis Program (HEAP)

If you need assistance with your electric to help keep your home cool, LEADS may be able to help through the Summer Crisis Program.

Call 740-349-8606 for more information or to schedule an appointment.

Knox County Updates:



Summer Crisis Program (HEAP)

The Ohio Department of Job and Family Services and KNO-HO-CO-Ashland Community Action Agency are offering assistance to help income-eligible Ohioans pay their electric bill, purchase an air conditioner or fan, or repair their central air conditioning.

For more information about the Summer Crisis Program and what is needed to apply contact KNO-HO-CO-Ashland Community Action at 740-397-0378.

Current Events



July is Bebe Moore Campbell National Minority Mental Health Awareness Month.

Bebe Moore Campbell was a champion of mental health for underrepresented communities, co-founding NAMI Urban Los Angeles.

The month of July is a time to focus on the unique strengths and challenges that Black, Indigenous, and people of color (BIPOC) face when it comes to mental health.

Mental Health America offers BIPOC mental health tool kits and resources. Check out [MHA](#) for more information.

Local Resources:

Licking and Knox County -

988 Suicide & Crisis Lifeline - 24/7

Learn how you can support BIPOC mental health this #BIPOCMentalHealthMonth at mhanational.org/bipoc

You don't have to wait for a crisis to check in on your mental health. A good place to start? Taking a free mental health test with Mental Health America at mhascreening.org.

For direct support, call/text 988. You can also text HELLO to 741741 to reach the Crisis Text Line.

Ohio 211 News:

Ohio 211 Available in all 88 Counties With a New County Dashboard.

Now every county in Ohio can find local help with transportation, food, healthcare and more. The Ohio Department of Children and Youth supported the expansion of 211 services to all 88 counties in Ohio.

With this expansion, a new dashboard went live on July 1 that provides a breakdown of calls and referrals by county, offering a clearer view of how individuals across the state are using 211 services.

Visit the dashboard at *Ohio 211 dashboard*. Visit Ohio211.org.

Pathways News:



Welcome Back Walt Zang!

Pathways is pleased to announce our next Executive Director, Walt Zang. Walt has most recently served as the Associate Director of the Licking County Aging Partners (LCAP). Prior to that he was the Medicaid Services Supervisor at the Area Agency on Aging, District 5.

Walt is no stranger to Pathways as he worked as the 211/Crisis Hotline Program Director for seven years and began at Pathways as a Crisis Response Specialist in 2009.

We wish out going Executive Director, Kristin McCloud a wonderful retirement and thank her for her twenty years of service to Pathways.

Kristin's last day will be August 11, 2026 and Walts' first day will be Wednesday August 12, 2026.

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

	Jun 25	Jul 25	Aug 25	Sep 25	Oct 25	Nov 25	Dec 25	Jan 26	Feb 26	Mar 26	Apr 26	May 26	Jun 26
Total Calls w/Follow Ups	1684	1859	1607	1720	1943	1696	1601	1828	1687	1894	1622	1743	1543
Knox	330	352	265	300	261	276	346	354	339	371	376	457	384
Licking	1194	1335	1342	1260	1505	1296	1130	1271	1154	1390	1113	1134	1009

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

June Unmet Needs from Call Stats

Licking County

Automotive Repair and Maintenance

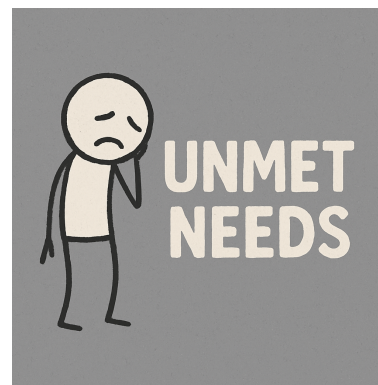
Homeless Motel Vouchers

Home Maintenance and Minor Repair Services

Knox County

Homeless Drop in Centers

Homeless Transportation Programs



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 211/988 Crisis Hotline and the services provided.

Michaela Paulik, MS
740-345-6166 ext. 229
mpaulik@pathwaysco.org



211/988 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.

Sara Gigliotti, RDA
740-345-6166 ext. 306
sgigliotti@pathwaysco.org



211/988 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, CRS-DC
740-345-6166 ext. 200
lromano@pathwaysco.org





United Way of
Licking County



Department of
Behavioral Health

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

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