# November 2026 Community Report




## Local Agency Updates:

## Licking County Updates:

The Winter Crisis Program began November 1. Income-eligible Ohioans can receive one-time help with their home heating bill through the Home Energy Assistance Winter Crisis Program (WCP). This program runs through March 31, 2027.

To apply, residents of Licking County must schedule an appointment with LEADS. Appointments can be scheduled by calling 740-349-8606 option 1.

## Knox County Updates:

Kno-Ho-Co-Ashland
Community Action Commission

Serving Knox, Holmes, Coshocton & Ashland Counties

For Knox County residents looking for assistance with a one time payment toward a utility and/or bulk heating fuel, the Winter Crisis Program is accepting applications for income-eligible residents.

In Knox County call 740-397-0378 for an appointment. No walk-ins accepted. This program runs until March 31, 2027.

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## Current Events

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### November is Diabetes Awareness Month.

Over 4o million Americans are living with Diabetes. Take time this November to learn about Diabetes and lower your risk.

Visit *American Diabetes Association* to understand your risks and learn ways to manage diabetes.

The American Red Cross is expanding their health offerings this National Diabetes Month with free A1C testing for all who

### Local Resources:

***Licking County*** -

Central Ohio Diabetes Association
614-884-4400

*https://www.lifecarealliance.org/programs/coda/*

***Knox County*** -

Knox County Community Health Center
740-399-8008

successfully give blood through Nov. 30 (one test result per calendar year).

Visit *redcrossblood.org* to find a drive.

https://www.knoxhealth.com/community_health_center/index.php

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## Ohio 211 News:

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### What a call to 211 can do for you.

Most people know 211 for help with food and utility bills. But Ohio 211 community navigators can also connect families to local resources for parenting support, health care, employment, transportation, legal help, and much more.

Call 211 or 888-644-6211 to see what is available near you.

Be sure to visit the dashboard at *Ohio 211 dashboard* to see how individuals accross the state are using 211 services. Visit *Ohio211.org*.

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211 community navigators are here to help connect individuals and families with programs to help this holiday season. From holiday meals to gifts and toys, 211 can help locate local agencies assisting this season. Sign-ups fill up fast, so call today for assistance.

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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.

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

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| | Oct 25 | Nov 25 | Dec 25 | Jan 26 | Feb 26 | Mar 26 | Apr 26 | May 26 | Jun 26 | Jul 26 | Aug 26 | Sep 26 | Oct 26 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total Calls w/Follow Ups | 1943 | 1696 | 1601 | 1828 | 1687 | 1894 | 1622 | 1743 | 1543 | 1820 | 1782 | 1749 | 1697 |
| Knox | 261 | 276 | 346 | 354 | 339 | 371 | 376 | 457 | 384 | 313 | 375 | 350 | 331 |
| Licking | 1505 | 1296 | 1130 | 1271 | 1154 | 1390 | 1113 | 1134 | 1009 | 1303 | 1232 | 1204 | 1205 |

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

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### October Unmet Needs from Call Stats

***Licking County***

Automotive Repair and Maintenance
Burial/Cremation Expense Assistance
Mobile Dentist

***Knox County***

Diapers
Housekeeping Assistance
Vehicle Donation Programs




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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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## 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 !!*

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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 x229 or email your request to *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. >>>

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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.

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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 211/988 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

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United Way
United Way of Licking County

Mental Health & Recovery for Licking and Knox Counties

LICKING COUNTY FOUNDATION

Celebrating 65 years of compassion in action.

Ohio Department of Behavioral Health

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

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