



- Total Incoming Calls 2109
- Follow Up Calls* 109
- Total Calls 2218

*Follow-up calls are made to clients who have given permission during their original call, for our staff to follow-up with the caller to see how they are doing, if referrals worked out, etc.

Top Services Requested - April 2014

Information Services	1111
Mental Health/Addictions	720
Income Support/Assistance	438
Individual, Family & Community Support	433
Health Care	429
Housing/Utilities	196
Legal, Consumer & Public Safety Services	190
Food/Meals	135

Licking and Knox Counties participated in the National Drug Take Back Day on April 26, 2014. Licking County residents dropped off 261 pounds and Knox County residents dropped off 82 pounds of unwanted, unused prescription or over-the-counter medications. Missed the Take Back Day? Visit <http://tinyurl.com/c2c35aj> for Licking County drop off sites. In Knox County, the Mount Vernon Police Department and Sheriff's Office are drop off locations.

	Apr 13	May 13	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14
Total Calls: Includes Follow-ups	2621	2450	2381	2808	2738	2652	2742	2584	2316	2613	2134	2232	2218
Knox	276	315	340	455	411	503	562	462	462	464	354	338	368
Licking	2163	1925	1879	2154	2158	1985	2010	1934	1712	1916	1610	1634	1644
Other Counties	182	162	141	199	169	164	170	188	142	233	170	156	206

**NEW!! 2-1-1/Crisis Hotline
 Online Resource Directory Report**

While most people prefer to call the 2-1-1/Crisis Hotline with questions, others use the Online Resource Directory. The Online Resource Directory is located at <http://www.referweb.net/chic/>.

There, you can search by Category, Service or Agency Name. You can refine your search by providing a zip code or city and your age and gender. No personal information is ever collected about your search.

The Online Resource Directory can also be searched in different languages and you can post searches on social media or email resources to friends and family. Agencies can log in here to update their listings.

Starting in this issue, Pathways will begin providing statistics on the searches of our directory. Keep in mind that some data like "Top Searches by City" are based on visitors entering a community or zip code.

If you have not searched the Online Resource Directory before, we encourage you to give it a try. If you have questions about the Online Resource Directory, contact Lyn Romano, Pathways 2-1-1 Resource Database Manager at 740-345-6166 x200 or at lromano@pathwaysco.org.

April 2014

Top Searches by City

- 149 Newark
- 94 Mount Vernon
- 14 Heath

Top Searches by Service

- 59 Food Pantries
- 37 Volunteer Opportunities
- 14 Rent Payment Assistance
- 13 General Clothing Provision

Top Searches by Agency

- 67 Food Pantry Network
- 25 Salvation Army of Licking County
- 17 Interchurch Social Services
- 12 LEADS Incorporated
- 11 Mount Vernon City School District

Top Unmet Needs

- 6 Food Cooperatives
- 5 Low Income/Subsidized Rental Housing
- 4 Emergency Shelter

Total Searches 722
Total Site Visits 508
Unique Visitors 294



Top Agency Referrals for April 2014	Licking
Saint Vincent de Paul Center	172
Licking County Dept. of Job/Family Services	169
Behavioral Healthcare Partners	140
Licking County Coalition of Care	139
Licking Memorial Health Systems	105
Food Pantry Network of Licking County	95
Salvation Army of Licking County	75
LEADS Incorporated (Paul Marsh Center)	55

Top Agency Referrals for April 2014	Knox
Interchurch Social Services	55
Salvation Army of Mount Vernon	44
Behavioral Healthcare Partners	34
Knox County Dept. of Job/Family Services	32
City of Mount Vernon Police Department	27
Kno-Ho-Co-Ashland Community Action	25
Knox Community Hospital	17
New Directions Domestic Violence Shelter	16



FARMER'S MARKETS

Knox County Farmer's Market -

On the Square in Mount Vernon
Every Saturday beginning May 3, 9am-12pm

Licking County Farmer's Markets -

Newark Downtown Farmer's Market
Next to McDonald's on S. 3rd Street
Every Friday beginning June 13, 3pm -7pm

Granville Farmer's Market

Downtown on brick section of North Main Street
between Broadway and College Street
Every Saturday beginning May 10, 8:30am-12pm

Markets are open Rain or Shine

Farmer's Markets offer a wonderful variety of locally grown fresh vegetables and fruits, herbs, spices, fresh meats, flowers, baked goods, homemade crafts and so much more! Support local farmers and vendors and enjoy the freshest items available. Make it a family outing, a great place to meet friends and neighbors!



2-1-1 Crisis Hotline & Information Center



Administrative Offices:
1627 Bryn Mawr Drive
Newark, Ohio 43055

Phone: 740-345-6166 • Fax: 740-349-9894
www.211pathways.org
mail@pathwaysco.org

2-1-1 Resource Database Information for April 2014



Summer weather means Summer Programs! If your agency provides a service through the summer time and you would like to have us refer callers, please make sure we receive the new or updated information as soon as possible. There are a couple of ways to do this:

1- Login to your Agency information through the Online Resource Directory, using the Service Provider Tools button at the bottom of the page and make any changes needed. Use the same login/password as used for Web Survey updates)

2- Email the information (flyer/brochure, etc.) to me at the email address listed below.

Thanks to everyone for helping to keep the 211 database as current as possible!

For questions regarding the update process, please contact:

Lyn Romano - 2-1-1 Database Administrator
email: lromano@pathwaysco.org
phone: 740-345-6166 ext 200

Type of Call Received	Knox	Licking	Other Counties	Total
Information & Referral	183	828	179	1190
Crisis	71	362	7	440
Disaster Recovery				
Recovery/Warm Line	18	293	9	320
After Hours Answering Services	55	100	4	159
Suicide	7	19	3	29
Suicide Follow-Ups	27	46	5	78



United Way
of Licking County



United Way
of Knox County