

*January 2015*

Top Services Requested – Licking County	
Mental Health/Addictions	741
Information Services	611
Individual, Family & Community Support	397
Health Care	287
Income Support/Assistance	266
Legal, Consumer & Public Safety Services	123
Food/Meals	110
Housing	101
Other Government/Economic Services	41

Top Services Requested – Knox County	
Information Services	230
Mental Health/Addictions	117
Income Support/Assistance	64
Legal, Consumer & Public Safety Services	61
Other Government/Economic Services	51
Housing	50
Individual, Family & Community Support	47
Health Care	13
Food/Meals	33

	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15
<b>Total Calls:</b> Includes Follow-ups	2613	2134	2232	2218	2275	2321	2392	2480	2360	3499	3106	3100	3194
Knox	464	354	338	368	390	416	384	388	387	427	332	330	403
Licking	1916	1610	1634	1644	1708	1704	1783	1818	1697	1594	1569	1623	1522
Other Counties	233	170	156	206	177	201	225	274	276	1478	1205	1147	1269

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

**Top Searches by City**

- 152 Newark
- 107 Mount Vernon
- 21 Zanesville
- 13 Pataskala



**Unique Visitors** 549  
**Total Site Visits** 869  
**Total Searches** 1087

**Top Searches by Service**

- 79 Food Pantries
- 67 Urgent Care Centers
- 38 Volunteer Opportunities
- 27 General Clothing Provision
- 25 Homeless Shelters

**Top Searches by Agency**

- 48 Food Pantry Network of Licking County
- 20 Licking Memorial Health Systems
- 19 Interchurch Social Services
- 13 City of Newark Economic and Community Development
- 12 National Alliance on Mental Illness (NAMI)

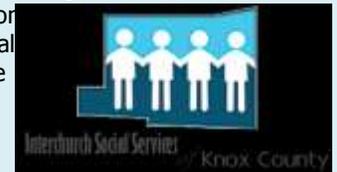
**Top Unmet Needs**

- Rent Deposit Assistance
- Household Goods Vouchers
- Baby Furniture



**Interchurch Social Services new Senior Support Program**

will serve seniors, age 60 and over, living at or below 200% of the Federal Poverty Guidelines. Referrals will be accepted from the Knox County Health Dept., local fire departments and other home health agencies involved in Falls Prevention Programming. During home visits, aides will educate clients on fall prevention strategies and assess the need for safety equipment. Safety equipment would include, but not be limited to, extended tub benches, grab bars, raised toilet seats, canes and walkers. For more information, call ISS at 740-397-4825.



**Close to Home Supervised Visitation**

Provides various levels of Supervised Visitation and Neutral Exchange services. They specialize in assisting parties and the Courts with facilitating supervised interaction between adults and children in a controlled, monitored environment. Through an intake process, they review any court orders and all personal information relevant to the interaction of the participants. Then they produce a series of agreements and rules designed to comply with individual legal orders, address any safety concerns, produce a schedule for visitations, and assign a monitor to assist with each visit. To learn more about Close to Home services, call Owners/Directors Mike and Dorothy Moorhead at 740-344-3567.

Top Agency Referrals for January 2015	Licking
Look Up Ministries	166
Behavioral Healthcare Partners	158
Licking County Dept. of Job and Family Services	144
Saint Vincent de Paul Center	137
Licking County Coalition of Care	98
Licking Memorial Health Systems	77
Salvation Army of Licking County	74
Food Pantry Network of Licking County	68

Top Agency Referrals for January 2015	Knox
Behavioral Healthcare Partners	67
Kno-Ho-Co-Ashland Community Action	48
Salvation Army of Mount Vernon	47
Interchurch Social Services	45
Knox County Dept. of Job/Family Services	34
Knox Community Hospital	27
City of Mount Vernon Police Department	21
Winter Sanctuary Homeless Shelter	19

### Area Code Overlay for 740 Area Code

To ensure a continuing supply of telephone numbers, the new 220 area code will be added to the area served by 740. The new 220 area code will serve the same geographic area currently served by the existing 740 area code, which generally covers the southeastern portion of the state serving communities such as Athens, Cambridge, Delaware, Jackson, Lancaster, Marion, Newark, Marietta, Portsmouth and Zanesville. This is known as an area code overlay.



As a result of the overlay, a new local dialing procedure requires callers to dial area code + telephone number or 1 + area code + telephone number. This means that all local calls in the 740 area code that are currently dialed with seven digits will need to be dialed using area code + telephone number or 1 + area code + telephone number.

Beginning **March 21, 2015**, you must use the new dialing procedures, as described above for all calls. After this date, if you do not use the new dialing procedures, your calls will not be completed and a recording will instruct you to hang up and dial again.

Beginning **April 22, 2015**, new telephone lines or services may be assigned numbers using the new 220 area code.

- Your telephone number, including current area code, will not change.
- The price of a call, coverage area, or other rates and services will not change due to the overlay.
- What is a local call now will remain a local call regardless of the number of digits dialed.
- You can still dial just three digits to reach 911.
- If **211**, **311**, **411**, **511**, **611**, **711** or **811** are currently available in your community you will still dial these codes with just three digits.

Customers with questions about the dialing procedure change should be contact their local service provider.

### 2-1-1 Resource Database - Tax Preparation Assistance for 2015:



#### Knox County:

KC United Way - 110 East High Street, Mount Vernon.  
Call 740-397-5721 for appointments.

Sanctuary Community Action - 302 South Market Street, Mount Vernon  
Call 740-599-7224 for appointments.

Mount Vernon Public Library - 210 North Mulberry, Mount Vernon  
Call 740-392-2665 for appointments.

#### Licking County:

Licking County Coalition for Housing - 23 South Park Place, Suite 200  
Call 740-345-1970 ext 200 for appointments, ext 224 for information.

City of Newark Tax Department - No appointments available.  
Walk-in service only is available April 7th through April 15th. Longest wait times are usually in the mornings.

Extended Office Hours: Monday, April 14th - Walk-in Tax Preparation until 7:00pm and must sign-in by 6:00pm.

Type of Call Received	Knox	Licking	Other Counties	Total
Information & Referral	225	714	1245	<b>2184</b>
Crisis	80	352	18	<b>450</b>
Disaster Recovery	1			<b>1</b>
Recovery/Warm Line	2	320	1	<b>323</b>
After Hours Answering Services	95	136	5	<b>236</b>
Suicide	8	16	3	<b>27</b>
Suicide Follow-Ups	9	56	4	<b>97</b>

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

