

*December 2014*

Top Services Requested – Licking County	
Information Services	798
Mental Health/Addictions	624
Individual, Family & Community Support	395
Income Support/Assistance	303
Health Care	208
Legal, Consumer & Public Safety Services	145
Food/Meals	120
Housing	117

Top Services Requested – Knox County	
Information Services	202
Mental Health/Addictions	97
Legal, Consumer & Public Safety Services	63
Housing	48
Income Support/Assistance	48
Individual, Family & Community Support	43
Other Government/Economic Services	36
Health Care	32

	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14
<b>Total Calls:</b> Includes Follow-ups	2316	2613	2134	2232	2218	2275	2321	2392	2480	2360	3499	3106	3100
<b>Knox</b>	462	464	354	338	368	390	416	384	388	387	427	332	330
<b>Licking</b>	1712	1916	1610	1634	1644	1708	1704	1783	1818	1697	1594	1569	1623
<b>Other Counties</b>	142	233	170	156	206	177	201	225	274	276	1478	1205	1147

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

**Top Searches by City**

- 124 Newark
- 79 Mount Vernon
- 17 Zanesville
- 7 Heath



**Unique Visitors** 478  
**Total Site Visits** 737  
**Total Searches** 886

**Top Searches by Service**

- 74 Urgent Care Centers
- 67 Food Pantries
- 24 General Clothing Provision
- 24 Holiday Donations
- 22 Holiday Programs

**Top Searches by Agency**

- 30 Licking Memorial Health Systems
- 19 Salvation Army of Mount Vernon
- 15 First Nazarene Church of Mount Vernon
- 15 Food Pantry Network of Licking County
- 14 Salvation Army of Licking County

**Top Unmet Needs**

- Alternative/Contingent Employment Situations
- Family Law Courts
- HUD Management Companies



**Faithcare Food Pantry**

at Faith Fellowship Church  
 59 South Main Street, Johnstown

Faithcare is a new CHOICE Food Pantry that is part of the Food Pantry Network of Licking County, located in Johnstown.

The pantry is open on Thursdays from 10am-12pm and offers a selection of items that clients may choose from. Normal Food Pantry Network eligibility guidelines apply.

If you would like more information about this pantry, contact Director Chris Oliver at 740-967-0148.

**Gigglestastics**

855 Coshocton Avenue,  
 Mount Vernon



Offers Tumbling & Gymnastics Classes for both boys and girls, ages 12 months to 12 years and provides a safe and nurturing environment where children can experience the benefits of gymnastics and tumbling without the pressure of competition and stress.

For more information on programs and services, contact owner, Vicky Pike at 828-738-6496 or visit website at [www.gigglestastics.com](http://www.gigglestastics.com).

Top Agency Referrals for December 2014	Licking
Saint Vincent de Paul Center	180
Behavioral Healthcare Partners	148
Licking County Coalition of Care	116
Salvation Army of Licking County	99
Licking County Dept. of Job and Family Services	94
Food Pantry Network of Licking County	85
Look Up Ministries	85
Licking Memorial Health Systems	82

Top Agency Referrals for December 2014	Knox
Behavioral Healthcare Partners	41
Interchurch Social Services	37
Winter Sanctuary Homeless Shelter	32
New Directions – Domestic Abuse Shelter	30
Salvation Army of Mount Vernon	27
Knox County Dept. of Job/Family Services	26
Kno-Ho-Co-Ashland Community Action	24
City of Mount Vernon Police Department	20

## HELP WANTED

Have you ever thought about being a Crisis Response Specialist? Do you know someone who may be interested? 2-1-1 is always on the lookout for qualified individuals to work in our call center. It is a great way to earn extra money while gaining crisis response skills and learning about community resources.



### QUALIFICATIONS:

- \* Minimum one year complete in pursuit of degree in Human Services or related field
- \* Computer literacy required
- \* Ability to work independently
- \* Ability to work effectively as part of a team
- \* Ability to communicate well both verbally and in writing
- \* Ability to work varied hours
- \* Ability to remain calm in stressful situations

### RESPONSIBILITIES:

1. Provide assistance to callers in crises such as domestic violence, suicide threat or attempt, mental illness, etc .
2. Utilize agency resource database to provide information and referral to callers.
3. Act as liaison between callers and contracting agencies for individualized call management services.
4. Follow agency and program policies, protocols, and procedures.
5. Process and maintain all appropriate records and reports.
6. Attend staff meetings and trainings.
7. Provide shift coverage on holidays and vacations (casual staff).
8. Provide disaster response services.

Submit resume and letter of interest to:  
 Walt Zang, 2-1-1 Program Director,  
 Pathways of Central Ohio  
 1627 Bryn Mawr Dr., Newark, OH 43055  
 or Fax to 740-345-6166  
 or by Email to mail@pathwaysco.org  
 No phone calls or walk-ins, please.

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



### Knox County:

United Way will begin taking calls on January 15 with appointments available beginning the first of February. Weekday and evening appointments will be available as well as Saturday appointments during the month of February. All appointments will be held at the United Way office, 110 East High Street, in Mount Vernon. Call 740-397-5721 for appointments.

### Licking County:

Licking County Coalition for Housing - Free preparation and e-filing of federal, state and school district income tax returns for most tax payers with an income of \$53,000 or less. Can assist with EITC, child tax credit, education credit, Affordable Care Act and most other basic tax issues. Call 740-345-1970 ext 200 for appointments, ext 224 for information.

*Any time you have questions, please feel free to contact Lyn, using the information located at the bottom of this page.*

Type of Call Received	Knox	Licking	Other Counties	Total
Information & Referral	193	923	1128	<b>2244</b>
Crisis	55	296	16	<b>367</b>
Disaster Recovery				
Recovery/Warm Line	4	271	3	<b>278</b>
After Hours Answering Services	78	133		<b>211</b>
Suicide	13	26	4	<b>43</b>
Suicide Follow-Ups	0	74	5	<b>79</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



United Way of Licking County



United Way of Knox County