

February 2015

Top Services Requested – Licking County	
Mental Health/Addictions	726
Information Services	582
Individual, Family & Community Support	432
Health Care	240
Income Support/Assistance	234
Legal, Consumer & Public Safety Services	186
Housing	91
Food/Meals	81
Other Government/Economic Services	35

Top Services Requested – Knox County	
Information Services	210
Mental Health/Addictions	148
Individual, Family & Community Support	59
Housing	57
Legal, Consumer & Public Safety Services	57
Income Support/Assistance	49
Other Government/Economic Services	44
Health Care	39
Utility Assistance	22

	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15
Total Calls: Includes Follow-ups	2134	2232	2218	2275	2321	2392	2480	2360	3499	3106	3100	3194	2813
Knox	354	338	368	390	416	384	388	387	427	332	330	403	421
Licking	1610	1634	1644	1708	1704	1783	1818	1697	1594	1569	1623	1522	1441
Other Counties	170	156	206	177	201	225	274	276	1478	1205	1147	1269	951

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

Top Searches by City

- 106 Mount Vernon
- 75 Newark
- 17 Pataskala
- 16 Frazeytsburg



Unique Visitors 485
Total Site Visits 788
Total Searches 1119

Top Searches by Service

- 58 Urgent Care Centers
- 52 Volunteer Opportunities
- 37 Food Pantries
- 21 Homeless Shelters
- 19 General Clothing Provision

Top Searches by Agency

- 33 Food Pantry Network of Licking County
- 27 Licking Memorial Health Systems
- 15 Knox Community Hospital
- 14 Salvation Army of Licking County
- 13 Muskingum Hunger Network

Top Unmet Needs

- Board/Committee Member Volunteer Opportunities
- General Furniture Provision
- Personal Grooming/Supplies



NAMI is the nation's largest grassroots mental health organization dedicated to building better lives for the millions of Americans affected by mental illness. What started as a small group of families gathered around a kitchen table in 1979 has blossomed into the nation's leading voice on mental health. Today, NAMI is an association of hundreds of local affiliates, state organizations and volunteers who work in our community to raise awareness and provide support and education that was not previously available to those in need.

NAMI offers education programs, free referral, information and support, public awareness events and activities and much more!
 To learn more about what programs and services are available locally, contact:

NAMI – Licking and Knox Counties
 Dodie Melvin, Executive Director
 (740) 397-3088
 Or visit <http://www.namiknoxohio.com>

Top Agency Referrals for February 2015	Licking
Behavioral Healthcare Partners	142
Saint Vincent de Paul Center	115
City of Newark Division of Police	112
Look Up Ministries	107
Licking County Dept. of Job and Family Services	97
Licking County Coalition of Care	88
Licking Memorial Health Systems	77
Licking County Coalition for Housing	59

Top Agency Referrals for February 2015	Knox
Behavioral Healthcare Partners	83
Kno-Ho-Co-Ashland Community Action	38
Winter Sanctuary Homeless Shelter	37
City of Mount Vernon Police Department	30
Knox County Dept. of Job/Family Services	26
Salvation Army of Mount Vernon	24
Interchurch Social Services	23
Knox Community Hospital	19

Facebook has rolled out a new feature for suicide prevention



The social media site is partnering with Now Matters Now, the National Suicide Prevention Lifeline, Save.org and Forefront: Innovations in Suicide Prevention, a nonprofit operating out of the University of Washington's School of Social Work, to give users more options when they see a friend post something that is concerning. It works on both desktop and mobile.

If a Facebook friend posts something that you feel indicates he or she could be thinking about self harm, you'll be able to click the little arrow at the top right of the post and click "Report Post." There, you'll be given the options to contact the friend who made the post, contact another friend for support or contact a suicide helpline.

After that, Facebook will look at the post. If Facebook feels like the post indicates distress, it will contact the person who posted it. That person will be greeted with a few pop ups when he or she next logs in.

To read more about how to use this new feature, go to: <http://tinyurl.com/pp2dohc>



2-1-1 Resource Database 2015 Updates



January-February 2015 were very busy updating months!

New Agencies -	13
Formal Agency Updates -	124
Site Updates -	202
Service Updates -	354

Please be sure to check your Junk email folder periodically for Web Survey Requests from 211 to update your agency information. We can only give callers the information we have on record from your agency, so updating is vital to providing the best customer service possible.

Type of Call Received	Knox	Licking	Other Counties	Total
Information & Referral	205	667	930	1802
Crisis	57	258	10	325
Disaster Recovery	3	1		4
Recovery/Warm Line	2	366		368
After Hours Answering Services	124	89		213
Suicide	5	32	5	42
Suicide Follow-Ups	20	49	7	73

2-1-1 Crisis Hotline & Information Center



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