

*April 2015*

Top Services Requested – Licking County

Mental Health/Addictions	838
Information Services	632
Individual, Family & Community Support	398
Health Care	297
Income Support/Assistance	265
Legal, Consumer & Public Safety Services	225
Housing	96
Food/Meals	95
Other Government/Economic Services	78

Top Services Requested – Knox County

Information Services	174
Mental Health/Addictions	148
Individual, Family & Community Support	83
Legal, Consumer & Public Safety Services	57
Income Support/Assistance	45
Other Government/Economic Services	40
Health Care	39
Housing	31
Utility Assistance	15

	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15
<b>Total Calls:</b> Includes Follow-ups	2218	2275	2321	2392	2480	2360	3499	3106	3100	3194	2813	3061	3087
<b>Knox</b>	368	390	416	384	388	387	427	332	330	403	421	430	358
<b>Licking</b>	1644	1708	1704	1783	1818	1697	1594	1569	1623	1522	1441	1583	1654
<b>Other Counties</b>	206	177	201	225	274	276	1478	1205	1147	1269	951	1048	1075

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

Top Searches by City

- 95 Newark
- 69 Mount Vernon
- 18 Howard
- 9 Zanesville



Unique Visitors 517  
 Total Site Visits 860  
 Total Searches 1103

Top Searches by Service

- 79 Food Pantries
- 44 Urgent Care Centers
- 21 General Clothing Provision
- 17 Volunteer Opportunities
- 15 Formula/Baby Food

Top Searches by Agency

- 39 Mental Health America of Licking County
- 35 Food Pantry Network of Licking County
- 26 LEADS Incorporated
- 15 Salvation Army of Licking County
- 14 Interchurch Social Services of Knox County

Top Unmet Needs

- Food Banks/Food Distribution Warehouses
- Household Goods Vouchers
- Electric Service Payment Assistance

As you know, the 2-1-1/Crisis Hotline and Information Center of Pathways provides an Online Resource Directory where you can perform your own searches for services. However, there may be times when you need a listing of services. To meet this need, Pathways has created several brochures and fliers for Knox and Licking Counties. Links to these materials may be found on our website at [www.211pathways.org](http://www.211pathways.org) or at the links below. They can be downloaded and copied as needed.

- [Knox County Emergency Services guide](#)
- [Downtown Newark County Emergency Services guide](#)
- [Licking County Re-Entry Resources guide](#)
- [Western Licking County Emergency Services guide](#)
- [2-1-1 Foreclosure Resource Sheet](#)
- [2-1-1 Economic Hardship Flier](#)



Top Agency Referrals for April 2015		Top Agency Referrals for April 2015	
	Licking		Knox
Look Up Ministries	168	Behavioral Healthcare Partners	58
Behavioral Healthcare Partners	162	Interchurch Social Services	31
City of Newark Division of Police	146	Salvation Army of Mount Vernon	29
Licking County Dept. of Job and Family Services	140	Knox County Dept. of Job/Family Services	28
Saint Vincent de Paul Center - Newark	131	City of Mount Vernon Police Department	24
Licking County Coalition of Care	91	Knox Community Hospital	24
Licking Memorial Health Systems	90	New Directions – Domestic Abuse Shelter	22
Food Pantry Network of Licking County	58	Kno-Ho-Co-Ashland Community Action	21



### 2-1-1 Testimonial:

My elderly mother lived in a local retirement village and I had often told her if she needed information or help with something that wasn't urgent, to call 211. One afternoon, a close friend and resident in the retirement complex was late returning from a shopping trip. She had taken a local transit bus but when they brought other residents home, this woman had not been at the pickup spot. My mother and the other ladies became frantic with worry as this wasn't normal for her and she was now hours late. No one could decide what to do until my mom remembered 211 and grabbed her phone. In her words:

"When I called, I was so upset, crying, and scared that I could barely speak. The young man on the phone had such a soft, soothing voice, he immediately calmed me down and made sure I was alright before he encouraged me to think through the things we could do, call the police, go and look for her ourselves, wait and see if she returned, or call the transit company. Since it was starting to get dark, he suggested it may not be a good idea for any of us to be out looking for her, so we decided to call the transit company. The young man asked me to please call him back and let him know what happened. I know he may have thought I was a crazy old lady, but if he did, it never came across that way, he was so patient and kind with me and seemed genuinely concerned.

As it turned out, the transit bus had already returned to the area and found my friend sitting on the bench waiting for the bus. She had become disoriented while shopping and just wandered through the stores and started to walk home but couldn't remember where to go. When she came upon the bench where the bus normally stopped, she just sat and waited, not realizing so much time had passed. She arrived home safely, although a little shook up, but she was fine! We were all so relieved. I did call the young man back to let him know she was found safe. He was so glad I called! I appreciate that young man, for not only keeping me calm, but in turn, about 10 other old ladies! I would give him a hug if I could!! Thank you 211, for providing such a good service for our city".

### 2-1-1 Resource Database April 2015 Updates



<b>New Agencies -</b>	2	<b>Formal Agency Updates -</b>	33
<b>New Sites -</b>	11	<b>Formal Site Updates -</b>	49
<b>New Services -</b>	60	<b>Formal Service Updates -</b>	164

Did you know that you can login to the 2-1-1 database at any time to review your service information? Just click the dark blue 2-1-1 Online Resource Directory button above and scroll down and click **Service Provider Tools**.

If you don't know your login/password, click the **Request Password** button to request a user name and password. You will receive a reply within 24 hours.

Don't forget to check your email for the Web Survey Update. Requests are sent out annually to agencies that have given Pathways a current email address.

Type of Call Received	Knox	Licking	Other Counties	Total
Information & Referral	164	713	1060	<b>1937</b>
Crisis	111	380	10	<b>501</b>
Disaster Recovery				
Recovery/Warm Line		427	1	<b>428</b>
After Hours Answering Services	83	134	4	<b>221</b>
Suicide	6	26	2	<b>34</b>
Suicide Follow-Ups	13	81	2	<b>96</b>

2-1-1 Crisis Hotline & Information Center



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United Way  
of Licking County



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