

**2-1-1 Crisis Hotline & Information Center  
 Monthly Report  
 September 2014**

Top Services Requested – Licking County	
Information Services	813
Mental Health/Addictions	811
Individual, Family & Community Support	416
Income Support/Assistance	338
Health Care	307
Legal, Consumer & Public Safety Services	145
Food/Meals	117
Housing	114

Top Services Requested – Knox County	
Information Services	258
Mental Health/Addictions	111
Income Support/Assistance	81
Legal, Consumer & Public Safety Services	79
Individual, Family & Community Support	59
Health Care	57
Housing	38
Other Government/Economic Services	33

	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14
<b>Total Calls:</b> Includes Follow-ups	2652	2742	2584	2316	2613	2134	2232	2218	2275	2321	2392	2480	2360
<b>Knox</b>	503	562	462	462	464	354	338	368	390	416	384	388	387
<b>Licking</b>	1985	2010	1934	1712	1916	1610	1634	1644	1708	1704	1783	1818	1697
<b>Other Counties</b>	164	170	188	142	233	170	156	206	177	201	225	274	276

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

**Directory Report**

**Top Searches by City**

- 133 Newark
- 46 Mount Vernon
- 13 Johnstown

**Top Searches by Service**

- 41 Volunteer Opportunities
- 36 Food Pantries
- 18 Homeless Shelter
- 11 Small Claims Courts
- 10 Parenting Skills Classes

**Top Searches by Agency**

- 22 LEADS Incorporated
- 14 Food Pantry Network of Licking County
- 10 Village Network
- 9 Licking/Knox Goodwill Industries
- 9 The Main Place of Licking County

**Top Unmet Needs**

- Baby Furniture
- General Furniture Provision
- Household Goods



**Unique Visitors** 319  
**Total Site Visits** 630  
**Total Searches** 694



**Winter Sanctuary**



The Winter Sanctuary operates emergency homeless shelters in Mount Vernon for men, women, and women with children from November through April.

This November, they will open the men's shelter at a new, permanent location at 401 West Vine Street in Mount Vernon. The shelter can accommodate 16-18 men. There will be sleeping quarters, a lounge area, a kitchenette, a laundry, and office space.

For more information about the shelter, making a donation, or becoming a volunteer, please contact Executive Director, Amy Hudson at 740-263-4182.

Top Agency Referrals for September 2014	Licking
Saint Vincent de Paul Center	193
Behavioral Healthcare Partners	171
Licking County Coalition of Care	162
Look Up Ministries	156
Licking Memorial Health Systems	97
Salvation Army of Licking County	90
Food Pantry Network of Licking County	82
Licking County Dept. of Job and Family Services	75

Top Agency Referrals for September 2014	Knox
Interchurch Social Services	61
Salvation Army of Mount Vernon	54
Kno-Ho-Co-Ashland Community Action	44
Knox County Dept. of Job/Family Services	41
Behavioral Healthcare Partners	35
City of Mount Vernon Police Department	28
Knox Community Hospital	24
Look Up Ministries (Dental)	23



Traditional first aid and CPR training have been community resources for years. But do you know how to respond if you ran into someone exhibiting unusual behaviour, such as

severe anxiety, panic, hearing voices that you can't hear or seeing images that you can't see? Would you know what to do? Would you know how to help?

Mental Health First Aid is an approach being offered throughout the U.S. and here locally by Mental Health & Recovery for Licking and Knox counties.

Many people feel prepared and confident in their ability to step in and offer first aid to a person in need of physical care. Few people have the same confidence in their ability to identify and help someone experiencing a mental health crisis.

With one in five adults experiencing mental illness each year, there is a need for individuals and communities to develop a better understanding of mental illness and addiction. Similar to CPR, individuals should be able to develop the first response skill-set necessary to identify and respond to an individual experiencing a mental health crisis. Mental Health First Aid is a program designed to provide exactly that type of education.

MHR offers free training sessions for local organizations interested in taking a more proactive approach in helping to recognize and assist individuals experiencing the symptoms of mental health crisis.

This training is well suited for clergy, school teachers, medical professionals, custodial staff or anyone who interacts with people in a regular basis.

For more information about **free** Mental Health First Aid training being offered to your organization contact: Kay Spergel at 740-522-1234 or Penny Sitler at 740-522-1341.

2-1-1 Crisis Hotline & Information Center



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## 2-1-1 Resource Database Information for September 2014

2-1-1 Online Resource Directory

Updates completed -

- 178 Agencies
- 124 Sites/Locations
- 402 Services

Muskingum, Morgan and Perry County agencies and service information have been converted into the 2-1-1 database and work is being done to get them all organized and up-to-date. Resources for these counties can now be located when searching the Online Resource Directory.

To view our Online Resources, visit [211pathways.com](http://211pathways.com) and click on "2-1-1 Online Resource Directory"

*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	258	869	261	<b>1388</b>
Crisis	80	343	14	<b>437</b>
Disaster Recovery				
Recovery/Warm Line	6	329		<b>335</b>
After Hours Answering Services	43	156	1	<b>200</b>
Suicide	10	19	1	<b>30</b>
Suicide Follow-Ups	9	33	9	<b>51</b>

