

December 2015

Top Services Requested – Licking County

Information Services	630
Mental Health/Addictions	503
Individual, Family & Community Support	295
Health Care	221
Income Support Assistance	162
Legal, Consumer & Public Safety Services	147
Housing	87
Food/Meals	68
Other Government/Economic Services	35

Top Services Requested – Knox County

Information Services	187
Mental Health/Addictions	183
Individual, Family & Community Support	113
Legal, Consumer & Public Safety Services	60
Housing	47
Health Care	48
Other Government/Economic Services	30
Income Support Assistance	27
Food/Meals	13

	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15
Total Calls: Includes Follow-ups	3100	3194	2813	3061	3087	2855	2980	3122	3146	2814	2778	2639	2446
Knox	330	403	421	430	358	395	411	470	490	406	414	431	416
Licking	1623	1522	1441	1583	1654	1496	1397	1511	1504	1364	1303	1308	1195
Other Counties	1147	1269	951	1048	1075	964	1172	1141	1152	1044	1061	900	835

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

Top Searches by City

- 143 Newark
- 102 Mount Vernon
- 12 Heath
- 11 Howard



Top Searches by Service

- 73 Food Pantries
- 38 Holiday Donations
- 31 General Clothing Provision
- 30 Urgent Care Centers
- 26 Volunteer Opportunities
- 21 Home Delivered Meals

Unique Visitors 565
Total Site Visits 938
Total Searches 1028

Top Searches by Agency

- 30 Food Pantry Network of Licking County
- 28 Samaritan's Purse
- 21 Licking/Knox Goodwill Industries
- 17 Interchurch Social Services
- 14 Main Place – Licking County
- 13 LEADS Incorporated

Top Unmet Needs

- Transportation
- Rental Deposit Assistance
- Adult Foster Homes

Calendar Year 2015 At A Glance 2-1-1 Call Statistics

Knox 4802 calls received

- Top 3 problem needs
 - Afterhours Mental Health Crisis
 - General Information and Referral
 - Loneliness

Licking 16558 calls received

- Top 3 problem needs
 - General Information and Referral
 - Dental Health
 - Financial Assistance: Food

Call Center Statistics

- Dropped Call Rate*: 4%
- Percentage of calls which went into queue: 12%
- Average wait time: 25 seconds
- Average call length: 2 minutes

*Dropped Call Rate is the percentage of calls which do not get answered due to the caller hanging up while on hold.

Top Agency Referrals

	Licking
Saint Vincent de Paul Center – Newark	118
Behavioral Healthcare Partners	96
Look Up Ministries	89
Licking County Coalition of Care	88
City of Newark Division of Police	86
Licking Memorial Health Systems	82
Licking County Dept. of Job and Family Services	70
Salvation Army of Licking County	51

Top Agency Referrals

	Knox
Behavioral Healthcare Partners	72
Winter Sanctuary Homeless Shelter	35
City of Mount Vernon Police Department	27
Knox Community Hospital	26
Interchurch Social Services	25
Kno-Ho-Co-Ashland Community Action	24
Knox County Dept. of Job/Family Services	17
Salvation Army of Mount Vernon	16

Free Tax Preparation Assistance:



Knox:

- *Knox County United Way* - Free tax preparation assistance through the Ohio Benefit Bank, to assist taxpayers who meet eligibility requirements. E-filing and direct deposits are available. Call 740-397-5721 to schedule appointments beginning Tuesday, January 19. Weekday, evening and limited Saturday appointments available through April 18.

- *Centerburg Senior Services* - Free tax preparation assistance, through the Ohio Benefit Bank, to assist taxpayers who meet eligibility requirements. E-filing can be used for refunds in 7 days. Call 740-625-5056 to schedule appointment.

- *Sanctuary Community Action* - AARP Tax Aide Program Site provides Tax Preparation assistance to the public, with an emphasis on older adults. Service offered at Danville location - 740-599-7224 and Mount Vernon Public Library - 740-694-6321. Call for appointment information.

- *City of Mount Vernon Tax Department* - Provides tax preparation services for City of Mount Vernon residents, by appointment only. Offers e-filing for residents. Call 740-393-9524 for appointments. Extended hours are available on Friday, April 15 and Monday, April 18 from 8am-6pm.

Licking:

- *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 \$54,000 or less. Assist with EITC, child tax credit, education credit, Affordable Care Act and most other basic tax issues. Call 740-345-1970 ext. 200 to schedule appointment at various locations, beginning January 18.

- *City of Newark Tax Department*

Provides tax preparation services for City of Newark residents, by appointment only. Offers e-filing for residents. Residents can call 740-670-7580 for appointments beginning on January 19. Walk-in service will only be available April 11th-18th.

2-1-1 Resource Database December 2015 Updates

2-1-1 Online
Resource
Directory

New Agencies	7	Formal Agency Updates	23
New Sites	8	Formal Site Updates	31
New Services	26	Formal Service Updates	64

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 48 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	188	679	826	1693
Crisis	117	173	6	296
Disaster Recovery	0	0	0	0
Recovery/Warm Line	2	204	0	206
After Hours Answering Services	101	94	2	197
Suicide	11	20	3	34
Suicide Follow-Ups	3	39	1	43

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

