

February 2016

Top Services Requested – Licking County

Mental Health/Addictions	672
Information Services	572
Individual, Family & Community Support	274
Health Care	265
Legal, Consumer & Public Safety Services	176
Income Support Assistance	138
Housing	75
Food/Meals	70
Other Government/Economic Services	39

Top Services Requested – Knox County

Information Services	189
Mental Health/Addictions	182
Individual, Family & Community Support	106
Housing	70
Legal, Consumer & Public Safety Services	67
Health Care	51
Other Government/Economic Services	29
Income Support Assistance	26
Food/Meals	13

	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16
Total Calls: Includes Follow-ups	2813	3061	3087	2855	2980	3122	3146	2814	2778	2639	2446	2732	2628
Knox	421	430	358	395	411	470	490	406	414	431	416	429	427
Licking	1441	1583	1654	1496	1397	1511	1504	1364	1303	1308	1195	1362	1360
Other Counties	951	1048	1075	964	1172	1141	1152	1044	1061	900	835	941	841

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

Top Searches by City

- 106 Mount Vernon
- 89 Newark
- 16 Heath
- 4 Utica



Unique Visitors 641
Total Site Visits 1099
Total Searches 1119

Top Searches by Service

- 95 Food Pantries
- 27 Homeless Shelter
- 24 General Clothing Provision
- 20 Community Meals
- 19 Volunteer Opportunities
- 17 Recovery Homes/Halfway Houses

Top Searches by Agency

- 33 Food Pantry Network of Licking County
- 28 Mental Health America
- 25 Hot Meals Project of Knox County
- 14 Behavioral Healthcare Partners
- 12 Interchurch Social Services of Knox County
- 11 Licking County Court of Common Pleas

Top Unmet Needs

- Transportation
- HUD Management Companies
- Public Transit Authorities

2-1-1 is more than just Information and Referral!

Crisis Hotline—Trained staff provide problem solving and options to assist callers in crisis in a nonjudgmental way. The crisis hotline is available 24/7.

Information and Referral—Trained staff provide 24/7 information and referral on over 2,000 programs serving the residents of Licking, Knox, Muskingum, Morgan and Perry Counties.

Online Resource Directory—Search for your own resources at ww.211pathways.com and click the Online Resource Directory button. An AIRS Certified Resource Specialist updates the resource database on a bi-weekly basis.

Recovery Line—For those recovering from a variety of mental health issues who would like support in following their recovery plans.

Disaster Services—In partnership with 9-1-1 and local EMA's, residents are encouraged to call 2-1-1 for non-emergency crisis management, general information, and access to community resources during times of disaster and emergencies allowing 9-1-1 to focus on emergency calls.

Suicide Prevention Follow-Up Services—For callers that have attempted or threatened suicide that would like support in their recovery. Staff call at pre-arranged times as agreed with the caller.



Top Agency Referrals	Licking	Top Agency Referrals	Knox
Look Up Ministries	122	Behavioral Healthcare Partners	71
Saint Vincent de Paul Center – Newark	103	Winter Sanctuary Homeless Shelter	49
Behavioral Healthcare Partners	93	City of Mount Vernon Police Department	630
City of Newark Division of Police	93	New Directions Domestic Violence Shelter	27
Licking County Dept. of Job and Family Services	93	Knox County Dept. of Job and Family Services	23
Licking Memorial Health Systems	76	Knox Community Hospital	22
Licking County Board of DD	66	Salvation Army of Mount Vernon	17
Licking County Coalition of Care	63	Interchurch Social Services	15

Operation Feed of Licking County is a community-wide food drive which coordinates and promotes the collection of food from employees and Licking County residents to feed those in need during times of emergency. The food is stocked at the Food Pantry Network of Licking County and distributed to member pantries and social service organizations that supply emergency meals for people who are hungry. According to the Food Pantry Network's website, member agencies of the Food Pantry Network of Licking County served 1,435,743 meals to 331,996 individuals in 2015. Approximately 35% of the recipients were children and infants.



This year, Pathways is participating in Operation Feed by not only conducting a food drive internally, but by also serving as a drop off point for the community. Anyone wishing to make a donation can drop off their items at our administrative offices located at 1627 Bryn Mawr Dr in Newark. Boxes are set up in the lobby area for food donations. Anyone wishing to made a monetary donation may make their check payable to The Food Pantry Network, and can leave it with a staff member. Operation Feed ends on March 20, 2016. If you or anyone you know is struggling with hunger, please give us a call at 2-1-1, 345-HELP, or the Food Pantry Network at 740-344-7401.

Together we can end hunger in Licking County!



2-1-1 Resource Database February 2016 Updates



New Agencies	2	Formal Agency Updates	71
New Sites	12	Formal Site Updates	125
New Services	26	Formal Service Updates	80

Is your organization looking for volunteers? Are your volunteer opportunities listed in the 2-1-1 database??

We are in the process of building up our Volunteer Opportunities section of the 2-1-1 database. If your agency takes advantage of volunteer services and you are currently seeking help, please make sure to let 2-1-1 know! You can call or email Lyn (see contact info below) or log in to the Online Resource Directory to update your volunteer opportunity information so we are providing callers with the most accurate, up-to-date resources at all times!! To view our Online Resources, visit 211pathways.com and click on the "2-1-1 Online Resource Directory" button.

Type of Call Received	Knox	Licking	Other Counties	Total
Information & Referral	187	620	781	1588
Crisis	37	329	11	377
Disaster Recovery	0	0	0	0
Recovery/Warm Line	63	248	0	311
After Hours Answering Services	130	107	5	242
Suicide	6	21	8	35
Suicide Follow-Ups	8	53	32	100

2-1-1 Crisis Hotline & Information Center



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