

*January 2016*

Top Services Requested – Licking County	
Information Services	656
Mental Health/Addictions	598
Health Care	266
Individual, Family & Community Support	250
Legal, Consumer & Public Safety Services	171
Income Support Assistance	154
Food/Meals	115
Housing	109
Other Government/Economic Services	56

Top Services Requested – Knox County	
Mental Health/Addictions	186
Information Services	183
Individual, Family & Community Support	94
Housing	65
Legal, Consumer & Public Safety Services	51
Health Care	48
Income Support Assistance	33
Other Government/Economic Services	33
Utility Assistance	18

	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16
<b>Total Calls:</b> Includes Follow-ups	3194	2813	3061	3087	2855	2980	3122	3146	2814	2778	2639	2446	2732
<b>Knox</b>	403	421	430	358	395	411	470	490	406	414	431	416	429
<b>Licking</b>	1522	1441	1583	1654	1496	1397	1511	1504	1364	1303	1308	1195	1362
<b>Other Counties</b>	1269	951	1048	1075	964	1172	1141	1152	1044	1061	900	835	941

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

**Top Searches by City**

- 81 Mount Vernon
- 81 Newark
- 52 Pataskala
- 39 Utica



**Top Searches by Service**

- |                                       |                          |      |
|---------------------------------------|--------------------------|------|
| 113 Food Pantries                     | <b>Unique Visitors</b>   | 676  |
| 54 Homeless Shelter                   | <b>Total Site Visits</b> | 1121 |
| 49 Utility Service Payment Assistance | <b>Total Searches</b>    | 1200 |
| 46 General Clothing Provision         |                          |      |
| 31 Parenting Skills Classes           |                          |      |
| 30 Urgent Care Centers                |                          |      |

**Top Searches by Agency**

- 57 Food Pantry Network of Licking County
- 25 Salvation Army of Licking County
- 17 Licking County Court of Common Pleas
- 15 First UM Church - Newark
- 13 LEADS Incorporated
- 12 Licking/Knox Goodwill Industries

**Top Unmet Needs**

- Household Goods
- Electric Service Payment Assistance
- Public Transit Authorities

**Winter Utility Assistance Programs**

The **Home Energy Assistance Program (HEAP)** is a federally funded program administered by the Ohio Development Services Agency. It helps eligible Ohioans pay their home energy bill. The benefit is applied directly to a customer's utility bill or bulk fuel bill. The amount of the benefit is determined by the number of people in the household, the heating source, and the region of residence. Ohioans with a household income at or below 175 percent of the federal poverty guidelines are eligible for the program.

The **Winter Reconnect Order** has been issued by the Public Utilities Commission of Ohio (PUCO) on an annual basis. The order allows residential customers who are disconnected or being threatened with disconnection the opportunity to pay a designated amount to have their service restored or maintained and may be used once during each heating season, which runs from mid-October through mid-April.

For more information on these services, contact:

In Knox County, call Kno-Ho-Co-Ashland Community Action Commission at 740-397-0378 for assistance.

In Licking County, call LEADS Paul Marsh Center at 740-349-8606 for assistance.

Top Agency Referrals	Licking	Top Agency Referrals	Knox
Look Up Ministries	142	Behavioral Healthcare Partners	73
Saint Vincent de Paul Center – Newark	132	Winter Sanctuary Homeless Shelter	43
Licking County Dept. of Job and Family Services	110	Kno-Ho-Co-Ashland Community Action	32
Behavioral Healthcare Partners	90	Interchurch Social Services	30
Licking County Coalition of Care	89	Knox County Dept. of Job/Family Services	28
City of Newark Division of Police	88	Salvation Army of Mount Vernon	25
Food Pantry Network of Licking County	80	New Directions Shelter	24
Licking Memorial Health Systems	68	City of Mount Vernon Police Department	22

February 11 is 2-1-1 Day, in recognition of the free, user-friendly phone number that serves 90% of America's population, and connects some 16 million people a year to critical resources, information and services.



In Knox, Licking, Morgan, Muskingum and Perry counties, 32062 people turned to 2-1-1 for help last year. People called to find help with basic needs, like heating or utility assistance, emergency help, or to find the closest food pantry. But they also called for everyday information, to find out where to take their child for developmental screening, or how to locate job training or to find free tax filing support.

Without 2-1-1, callers can make an average of eight phone calls to different numbers before finding the services they need. 2-1-1 cuts through the red tape to save providers time and money, while helping local residents connect with the resources they're looking for.

2-1-1 was launched by United Way almost 20 years ago as a free way to connect people to essential resources. Today, 2-1-1 serves more than 291 million Americans-- more than 93% of our population -- in all 50 states, plus Washington DC and Puerto Rico. In 2012 (most recent data available), Ohio ranked 4<sup>th</sup> in total calls nationwide with over 1,340,000 calls. Almost 16 million people called 2-1-1 across the U.S. about job training, employment, food pantries, help for an aging parent, addiction prevention programs, affordable housing options, support groups and volunteer opportunities. After a disaster, when many land lines aren't working, people call 2-1-1 to search out water, food, shelter and disaster aid.

But 2-1-1 does more than connect people with help. It also takes the "pulse" of American communities. Calls to 2-1-1 Centers in many communities spiked before the recession was declared in 2009, for example. And in 2010 a national survey found 90% of 2-1-1 Centers were getting pleas for help from people who'd never sought any help from food pantries, public assistance or rent and utility help before. Many communities analyze 2-1-1 data as one social indicator of local needs and economic stability.

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



New Agencies	2	Formal Agency Updates	41
New Sites	7	Formal Site Updates	72
New Services	18	Formal Service Updates	97

***Have your service hours changed?  
Are you moving to a new location?  
Is there a new phone number/contact person?***

All of these things are vital information given to our callers and need to be as current as possible. Any time you make a change that you want callers to be aware of, please make sure and let 2-1-1 know. Call or email Lyn (see contact info below) or log in to the Online Resource Directory to update your 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](http://211pathways.com) and click on "2-1-1 Online Resource Directory".

Type of Call Received	Knox	Licking	Other Counties	Total
Information & Referral	421	1310	921	<b>2652</b>
Crisis	104	251	16	<b>371</b>
Disaster Recovery	0	0	0	<b>0</b>
Recovery/Warm Line	10	239	0	<b>249</b>
After Hours Answering Services	133	110	5	<b>248</b>
Suicide	9	14	6	<b>29</b>
Suicide Follow-Ups	7	42	15	<b>64</b>

2-1-1 Crisis Hotline & Information Center



Administrative Offices:  
1627 Bryn Mawr Drive  
Newark, Ohio 43055

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