

May 2016

Top Services Requested – Licking County

Information Services	600
Mental Health/Addictions	549
Individual, Family & Community Support	269
Health Care	230
Legal, Consumer & Public Safety Services	1481
Income Support Assistance	152
Housing	84
Food/Meals	74
Other Government/Economic Services	65

Top Services Requested – Knox County

Mental Health/Addictions	187
Information Services	164
Individual, Family & Community Support	86
Legal, Consumer & Public Safety Services	61
Health Care	36
Housing	35
Income Support Assistance	32
Other Government/Economic Services	27
Transportation	7

	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16
Total Calls: Includes Follow-ups	2855	2980	3122	3146	2814	2778	2639	2446	2732	2628	2502	2543	2580
Knox	395	411	470	490	406	414	431	416	429	427	433	411	357
Licking	1496	1397	1511	1504	1364	1303	1308	1195	1362	1360	1270	1278	1282
Other Counties	964	1172	1141	1152	1044	1061	900	835	941	841	799	854	941

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

Top Searches by City

- 123 Mount Vernon
- 104 Pataskala
- 92 Newark
- 51 Buckeye Lake



Unique Visitors 799
Total Site Visits 1500
Total Searches 1557

Top Searches by Service

- 91 Food Pantries
- 71 Summer Food Service Programs
- 38 General Clothing Provision
- 33 Recovery Homes/Halfway Houses
- 31 Donation Drop off Points
- 31 Utility Service Payment Assistance
- 31 Volunteer Opportunities

Top Searches by Agency

- 47 Salvation Army of Licking County
- 34 Mount Vernon City School District
- 25 Licking County Aging Program
- 33 Food Pantry Network of Licking County
- 16 Interchurch Social Services of Knox County
- 15 Hot Meals Project of Knox County

Top Unmet Needs

- Rent Deposit Assistance
- Transportation

**HEAP
 Summer
 Crisis
 Program**



The Home Energy Assistance Summer Crisis Program provides a one-time benefit to eligible Ohioans with cooling assistance during the summer months. The Summer Crisis Program applies to electric utilities only and is available from July 1 through August 31.

Eligible Ohioans with a household income at or below 175 percent of the federal poverty guidelines, and that have a member of the household who is at least 60 years old, or can provide physician documentation that cooling assistance is needed for a household member's health, may qualify for this service.

Contacts:

Knox County –
 Kno-Ho-Co-Ashland Community Action Commission
 740-397-0378

Licking County –
 LEADS Community Action Agency
 740-349-8606

Top Agency Referrals	Licking	Top Agency Referrals	Knox
Saint Vincent de Paul Center – Newark	131	Behavioral Healthcare Partners	95
Licking County Coalition of Care	115	City of Mount Vernon Police Department	39
City of Newark Division of Police	111	Interchurch Social Services	32
Licking County Department of Job/Family Services	93	Salvation Army of Mount Vernon	23
Look Up Ministries	89	New Directions Domestic Violence Shelter	22
Licking Memorial Health Systems	76	Kno-Ho-Co-Ashland Community Action	21
Salvation Army of Licking County	75	Knox Community Hospital	17
Behavioral Healthcare Partners	73	Knox County Department of Job/Family Services	16



Overview of services that 2-1-1 provides

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—Our staff provides 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.

2-1-1 Resource Database May 2016 Updates



New Agencies	23	Formal Agency Updates	49
New Sites	62	Formal Site Updates	139
New Services	124	Formal Service Updates	136

2-1-1/Crisis Hotline Expands Service Area

Effective July 1, 2016, the Pathways' 2-1-1/Crisis Hotline will begin answering calls and providing continuous 2-1-1 coverage for Washington County, Ohio. We now serve Knox, Licking, Morgan, Muskingum and Perry Counties 24/7 and provide after-hours and weekend coverage for Richland County 2-1-1. Pathways' is proud of these partnerships and the services we offer in each of these counties.

Type of Call Received	Knox	Licking	Other Counties	Total
Information & Referral	157	639	864	1660
Crisis	39	165	24	228
Disaster Recovery	0	0	0	0
Recovery/Warm Line	51	273	1	325
After Hours Answering Services	104	104	5	213
Suicide	4	23	10	37
Suicide Follow-Ups	1	66	14	81

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

