

August 2016

Top Services Requested – Licking County	
Individual, Family & Community Support	122
Health Care	89
Mental Health/Addictions	84
Income Support Assistance	70
Housing	51
Legal, Consumer & Public Safety Services	43
Food/Meals	27
Utility Assistance	16
Clothing/Personal/Household Needs	15

Top Services Requested – Knox County	
Mental Health/Addictions	49
Individual, Family & Community Support	35
Health Care	19
Housing	19
Legal, Consumer & Public Safety Services	16
Food/Meals	11
Income Support Assistance	10
Utility Assistance	6
Other Government/Economic Services	5

	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16
Total Calls: Includes Follow-ups	3146	2814	2778	2639	2446	2732	2628	2502	2543	2580	2598	2777	3071
Knox	490	406	414	431	416	429	427	433	411	357	364	381	378
Licking	1504	1364	1303	1308	1195	1362	1360	1270	1278	1282	1157	1309	1406
Other Counties	1152	1044	1061	900	835	941	841	799	854	941	1077	1087	1287

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

Top Searches by City

- Newark
- Mount Vernon
- Pataskala
- Saint Louisville
- Croton



Unique Visitors 1156
Total Site Visits 2087
Total Searches 2067

Top Searches by Service

- Free School Supplies
- Food Pantries
- General Clothing Provision
- Homeless Shelter
- Utility Service Payment Assistance
- Diversion Programs

Top Searches by Agency

- Look Up Ministries
- Food Pantry Network of Licking County
- Licking County Veterans Service Office
- Interchurch Social Services of Knox County
- Licking County Court of Common Pleas

Top Unmet Needs

- School Supplies
- Emergency Shelter
- General Furniture Provision



If your agency is a local Home Energy Assistance Program provider, please contact 2-1-1 to verify that the information we have is current for winter 2016-17.

The Winter Crisis Program helps income eligible Ohioans that are threatened with disconnection, have been disconnected or have less than a 25 percent supply of bulk fuel in their tank maintain their utility service. The program runs from November 1, 2016 through March 31, 2017.

“One of the marvelous things about community is that it enables us to welcome and help people in a way we couldn't as individuals. When we pool our strength and share the work and responsibility, we can welcome many people, even those in deep distress, and perhaps help them find self-confidence and inner healing.”

~Jean Vanier, Community and Growth

Top Agency Referrals	Licking	Top Agency Referrals	Knox
Saint Vincent de Paul Center – Newark	60	Behavioral Healthcare Partners	40
Behavioral Healthcare Partners	52	Interchurch Social Services	13
Licking County Coalition of Care	45	Kno-Ho-Co-Ashland Community Action	13
Look Up Ministries	40	Knox County Department of Job/Family Services	11
Licking County Department of Job/Family Services	31	New Directions Domestic Violence Shelter	11
Salvation Army of Licking County	30	Knox Community Hospital	10
Licking Memorial Health Systems	27	Salvation Army of Mount Vernon	10
Food Pantry Network of Licking County	25	City of Mount Vernon Police Department	9

HELP WANTED

Have you ever thought about being a Crisis Response Specialist? Do you know someone who may be interested? 2-1-1 is always on the lookout for qualified individuals to work in our call center. It is a great way to earn extra money while gaining crisis response skills and learning about community resources.



QUALIFICATIONS:

- * Minimum one year complete in pursuit of degree in Human Services or related field
- * Computer literacy required
- * Ability to work independently
- * Ability to work effectively as part of a team
- * Ability to communicate well both verbally and in writing
- * Ability to work varied hours
- * Ability to remain calm in stressful situations

RESPONSIBILITIES:

1. Provide assistance to callers in crises such as domestic violence, suicide threat or attempt, mental illness, etc .
2. Utilize agency resource database to provide information and referral to callers.
3. Act as liaison between callers and contracting agencies for individualized call management services.
4. Follow agency and program policies, protocols, and procedures.
5. Process and maintain all appropriate records and reports.
6. Attend staff meetings and trainings.
7. Provide shift coverage on holidays and vacations (casual staff).
8. Provide disaster response services.

Submit resume and letter of interest to:
Walt Zang, 2-1-1 Program Director,
Pathways of Central Ohio
1627 Bryn Mawr Dr., Newark, OH 43055
or Fax to 740-345-6166
or by Email to mail@pathwaysco.org
No phone calls or walk-ins, please.

2-1-1 Resource Database August 2016 Updates

2-1-1 Online Resource Directory

New Agencies	11	Formal Agency Updates	87
New Sites	15	Formal Site Updates	156
New Services	49	Formal Service Updates	136

A special “Thank You” to agencies using the Web Survey Online system to update!! This not only speeds up the updating process, it allows agencies the ability to explain their services and how to access them, using their own words, and it’s done directly into the 2-1-1 database.

Web Survey Online Requests are sent out annually to agencies that have given Pathways a current email address. If you are interested in learning more about the online updating process, please contact Lyn weekdays at Iromano@pathways.org.

Type of Call Received	Knox	Licking	Other Counties	Total
Information & Referral	209	836	1259	2304
Crisis	42	247	28	317
Disaster Recovery	0	0	0	0
Recovery/Warm Line	54	204	0	258
After Hours Answering Services	73	119	0	192
Suicide	1	15	7	23
Suicide Follow-Ups	1	41	2	44

2-1-1 Crisis Hotline & Information Center

A PROGRAM OF
PATHWAYS
OF CENTRAL OHIO



Administrative Offices:
1627 Bryn Mawr Drive
Newark, Ohio 43055

Phone: 740-345-6166 • Fax: 740-349-9894

www.211pathways.org

mail@pathwaysco.org

