

*September 2016*

Top Services Requested – Licking County	
Individual, Family & Community Support	251
Health Care	227
Mental Health/Addictions	222
Income Support Assistance	182
Housing	109
Food/Meals	101
Legal, Consumer & Public Safety Services	100
Utility Assistance	52
Clothing/Personal/Household Needs	40

Top Services Requested – Knox County	
Mental Health/Addictions	106
Individual, Family & Community Support	80
Legal, Consumer & Public Safety Services	48
Housing	44
Health Care	42
Income Support Assistance	33
Utility Assistance	16
Food/Meals	14
Information Services	8

	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16
<b>Total Calls:</b> Includes Follow-ups	2814	2778	2639	2446	2732	2628	2502	2543	2580	2598	2777	3071	2664
Knox	406	414	431	416	429	427	433	411	357	364	381	378	347
Licking	1364	1303	1308	1195	1362	1360	1270	1278	1282	1157	1309	1406	1200
Other Counties	1044	1061	900	835	941	841	799	854	941	1077	1087	1287	1117

**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 has provided Thanksgiving or Christmas programs in the past, student interns from 2-1-1 may be calling your agency over the next few weeks for updates on these services for the current season. They will review the information on file from last year and will ask you for current details on the following:*



- Program Name
- Service Description
- Intake
- Location, Time, Start and End Dates
- Application Deadline (if required)
- Eligibility Requirements
- Contact Person and Phone Number
- Phone Number that can be given to callers

*If you are offering a new service, please relay that information also and it will be added to the 211 database for callers during the holiday season.*



*For those of you that have already provided updates for 2016, Thank you!!*

Top Agency Referrals	Licking	Top Agency Referrals	Knox
Saint Vincent de Paul Center – Newark	149	Behavioral Healthcare Partners	86
Licking County Coalition of Care	124	Interchurch Social Services	37
Behavioral Healthcare Partners	121	Kno-Ho-Co-Ashland Community Action	34
Look Up Ministries	95	City of Mount Vernon Police Department	30
Food Pantry Network of Licking County	82	Salvation Army of Mount Vernon	29
Licking County Department of Job/Family Services	75	Knox Community Hospital	24
Licking Memorial Health Systems	75	Knox County Department of Job/Family Services	19
Salvation Army of Licking County	60	New Directions Domestic Violence Shelter	17



# DIAL 2-1-1

**2-1-1 is your first call for:  
Rent – Food – Utilities – Housing Services  
Health Services and More!**

Available 24 hours a day, seven days a week for FREE,  
CONFIDENTIAL information and referral for local,  
state and federal services.

## When to call 9-1-1?

In an emergency, call 9-1-1 or your local emergency number immediately. An emergency is any situation that requires assistance from the police, fire department or ambulance. Do not hang up as an officer will be dispatched to the location.

## When to call 2-1-1?

**Call 2-1-1** if you or a family member or friend need assistance with:

**Housing & Utilities.** If you're looking for access to safe, habitable, and clean housing, 2-1-1 can help. Whether you're in need of new housing, utilities assistance, or financial support for much-needed home repairs, we can direct you to the right resources.

**Food.** 2-1-1 provides information about school lunch programs and summer food service programs for children. You can get information on government-sponsored programs that reduce hunger and find out if you qualify for the Supplemental Nutrition Assistance Program (SNAP), which helps millions of Americans purchase food through grocery stores, farmers markets and restaurants.

**Health.** 2-1-1 has information about health care services for infants and new parents, and child care services for working parents. Whether you're in need of medical, dental, mental health or in-home health care, 2-1-1 is your first resource.

**Substance Dependence.** 2-1-1 is committed to supporting all members of the community, including people coming out of correctional, alcohol and drug treatment, and mental health facilities.

**Veterans.** 2-1-1 has services to support those who serve our country. Ask our information and referral specialists about other services.

### DIAL 2-1-1-WHEN YOU NEED TO KNOW!

This flyer can be downloaded from our website at

[pathwaysofcentralohio.com/2-1-1-crisis-hotline-information-center](http://pathwaysofcentralohio.com/2-1-1-crisis-hotline-information-center)



## 2-1-1 Resource Database August 2016 Updates

2-1-1 Online  
Resource  
Directory

<a href="#">New Agencies</a>	<u>3</u>	<a href="#">Formal Agency Updates</a>	<u>92</u>
<a href="#">New Sites</a>	<u>7</u>	<a href="#">Formal Site Updates</a>	<u>183</u>
<a href="#">New Services</a>	<u>42</u>	<a href="#">Formal Service Updates</a>	<u>157</u>

Please remember to notify 2-1-1 if you have any program changes for the new fiscal year. You can call, email, fax or simply log in to the 2-1-1 online database at <http://www.referweb.net/chic/> and click Service Provider Tools to begin the update process.

Your agency/program information can be updated at any time through the website, not just during the annual update request! Thank you for providing current information so we can provide the same to our callers!

**NOTE:** Don't forget to check your email periodically 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	184	726	1058	<b>1968</b>
Crisis	33	197	45	<b>275</b>
Disaster Recovery	0	0	0	<b>0</b>
Recovery/Warm Line	55	149	3	<b>207</b>
After Hours Answering Services	75	128	11	<b>214</b>
Suicide	6	19	8	<b>33</b>
Suicide Follow-Ups	5	23	13	<b>41</b>

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](http://www.211pathways.org)

[mail@pathwaysco.org](mailto:mail@pathwaysco.org)

