

*October 2016*

Top Services Requested – Licking County	
Individual, Family & Community Support	285
Mental Health/Addictions	236
Health Care	211
Legal, Consumer & Public Safety Services	148
Income Support Assistance	137
Housing	96
Food/Meals	70
Information Services	56
Clothing/Personal/Household Needs	34

Top Services Requested – Knox County	
Mental Health/Addictions	148
Individual, Family & Community Support	95
Legal, Consumer & Public Safety Services	57
Health Care	56
Housing	36
Income Support Assistance	34
Information Services	15
Other Government/Economic Services	13
Food/Meals	12

	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16
<b>Total Calls:</b> Includes Follow-ups	2778	2639	2446	2732	2628	2502	2543	2580	2598	2777	3071	2664	2789
<b>Knox</b>	414	431	416	429	427	433	411	357	364	381	378	347	405
<b>Licking</b>	1303	1308	1195	1362	1360	1270	1278	1282	1157	1309	1406	1200	1242
<b>Other Counties</b>	1061	900	835	941	841	799	854	941	1077	1087	1287	1117	1232

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

**Top Searches by City**

- Newark
- Utica
- Mount Vernon
- Pataskala
- Heath



**Unique Visitors** 933  
**Total Site Visits** 2601  
**Total Searches** 2609

**Top Searches by Service**

- General Clothing Provision
- Food Pantries
- Free School Supplies
- Mammograms
- Holiday Programs
- Equestrian Therapy

**Top Searches by Agency**

- Food Pantry Network of Licking County
- LEADS Incorporated
- Licking County Veterans Service Office
- First Church – Newark
- Mental Health America of Licking County

**Top Unmet Needs**

- Household Goods Vouchers
- General Furniture Provision
- Rental Deposit Assistance

*Does your agency provide Christmas help for individuals or families in need? We are already receiving calls for assistance and want to make sure we have your current information. If you have not received a call from one of our staff, please contact us by phone or email (see bottom of page) as soon as possible so we can make sure we are giving callers the correct information. We need to know the following:*



- Program Name
- Service Description
- Intake Procedure
- 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. Updates can also be done online at [www.referweb.net/chic](http://www.referweb.net/chic).*



*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	117	Behavioral Healthcare Partners	108
Licking County Coalition of Care	89	Interchurch Social Services	38
Look Up Ministries	83	Salvation Army of Mount Vernon	29
Behavioral Healthcare Partners	82	City of Mount Vernon Police Department	27
City of Newark Division of Police	77	Knox Community Hospital	26
Licking Memorial Health Systems	71	Knox County Department of Job/Family Services	24
Licking County Board of Developmental Disabilities	61	Kno-Ho-Co-Ashland Community Action	23
Licking County Department of Job/Family Services	56	New Directions Domestic Violence Shelter	23

# TEXT 2-1-1

GET CONNECTED. GET ANSWERS.

FOOD | HOUSING | UTILITIES | EMERGENCY SHELTER  
 CLOTHING | LEGAL AID | LITERACY | TRANSPORTATION  
 SUBSTANCE ABUSE | CHILD CARE | SENIOR ISSUES  
 DISABILITY INFORMATION | MENTAL HEALTH | HEALTH CARE  
 VOLUNTEER OPPORTUNITIES



**TEXT**

Text your zip code  
to 898-211

Introducing two-way texting! Now we are better connected than ever. TEXT us your questions, Call Specialists will answer your texts daily from 9am to 5pm.

Easy, convenient  
and always at your fingertips.



Standard msg & data rates may apply. Text STOP to opt-out or HELP for help. For end user privacy and terms and conditions of texting with 898211, go to: <http://www.preventionpaystext.com/policies/>.



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

2-1-1 Online  
Resource  
Directory

<u>New Agencies</u>	<u>3</u>	<u>Formal Agency Updates</u>	<u>70</u>
<u>New Sites</u>	<u>14</u>	<u>Formal Site Updates</u>	<u>127</u>
<u>New Services</u>	<u>57</u>	<u>Formal Service Updates</u>	<u>124</u>

### When you give your agency phone number, consider adding 2-1-1.

A quick, easy way to make sure radio listeners or newspaper readers remember how to contact your organization is to include 2-1-1 when you give your agency information. For example, we would say “you can reach Pathways at 740-345-6166 or 2-1-1”. Listeners or readers are more likely to remember 2-1-1 than other numbers. Be sure community members know how to reach you even if they forget your number!



Type of Call Received	Knox	Licking	Other Counties	Total
Information & Referral	202	652	1078	<b>1932</b>
Crisis	47	220	42	<b>309</b>
Disaster Recovery	0	0	0	<b>0</b>
Recovery/Warm Line	58	251	0	<b>309</b>
After Hours Answering Services	98	119	112	<b>329</b>
Suicide	3	17	12	<b>32</b>
Suicide Follow-Ups	4	71	6	<b>81</b>

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

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

