

November 2016

Top Services Requested – Licking County	
Individual, Family & Community Support	358
Health Care	214
Mental Health/Addictions	195
Income Support Assistance	184
Legal, Consumer & Public Safety Services	110
Housing	95
Food/Meals	89
Clothing/Personal/Household Needs	36
Utility Assistance	33

Top Services Requested – Knox County	
Mental Health/Addictions	105
Individual, Family & Community Support	73
Housing	56
Legal, Consumer & Public Safety Services	47
Health Care	35
Food/Meals	16
Income Support Assistance	16
Other Government/Economic Services	15
Utility Assistance	12

	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
Total Calls: <i>Includes Follow-ups</i>	<u>2639</u>	<u>2446</u>	<u>2732</u>	<u>2628</u>	<u>2502</u>	<u>2543</u>	<u>2580</u>	<u>2598</u>	<u>2777</u>	<u>3071</u>	<u>2664</u>	<u>2879</u>	<u>2731</u>
Knox	<u>431</u>	<u>416</u>	<u>429</u>	<u>427</u>	<u>433</u>	<u>411</u>	<u>357</u>	<u>364</u>	<u>381</u>	<u>378</u>	<u>347</u>	<u>405</u>	<u>372</u>
Licking	<u>1308</u>	<u>1195</u>	<u>1362</u>	<u>1360</u>	<u>1270</u>	<u>1278</u>	<u>1282</u>	<u>1157</u>	<u>1309</u>	<u>1406</u>	<u>1200</u>	<u>1242</u>	<u>1201</u>
Other Counties	<u>900</u>	<u>835</u>	<u>941</u>	<u>841</u>	<u>799</u>	<u>854</u>	<u>941</u>	<u>1077</u>	<u>1087</u>	<u>1287</u>	<u>1117</u>	<u>1232</u>	<u>1158</u>

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

Top Searches by City

- Newark
- Mount Vernon
- Heath
- Buckeye Lake
- Johnstown



Unique Visitors 1077
Total Site Visits 2366
Total Searches 2079

Top Searches by Service

- Holiday Programs
- Food Pantries
- Medical Care Expense Assistance
- Mammograms
- Holiday Donations
- Community Meals

Top Searches by Agency

- LEADS Incorporated
- Food Pantry Network of Licking County
- Salvation Army of Licking County
- Licking County DJFS

Top Unmet Needs

- Baby Furniture Donation Programs
- Household Goods Vouchers
- Baby Furniture
- Burial/Cremation Expense Assistance

NOW TEXT 2-1-1



**TEXT YOUR
 ZIP CODE
 TO 898-211**

AVAILABLE DAILY FROM 9AM-5PM

Have basic information about community resources sent directly to your cell phone.



Pathways of Central Ohio is proud to announce a new way for Licking and Knox counties to access the 2-1-1/Crisis Hotline and Information Center. All of the same quality information and referrals which can be found at our [Online Resource Directory](#) or by dialing 2-1-1 are now available on your cell phone. Text your zip code to 898211 between the hours of 9am and 5pm to speak with an Information and Referral Specialist 7 days a week.

Standard msg and 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/>

Top Agency Referrals	Licking	Top Agency Referrals	Knox
Saint Vincent de Paul Center – Newark	137	Behavioral Healthcare Partners	82
Licking County Coalition of Care	104	Winter Sanctuary Homeless Shelter	43
Look Up Ministries	92	City of Mount Vernon Police Department	31
Salvation Army of Licking County	79	Interchurch Social Services	21
Behavioral Healthcare Partners	71	Kno-Ho-Co-Ashland Community Action	21
Food Pantry Network of Licking County	69	Salvation Army of Mount Vernon	21
Licking Memorial Health Systems	68	New Directions Domestic Violence Shelter	17
Licking County Department of Job/Family Services	64	Knox County Department of Job/Family Services	15

Community Meals December 18-25



Knox County

- Dec. 18:** St. Paul's Parish House, 100 E. High Street, Mount Vernon 5pm-6pm
- Dec 19:** 1st Presbyterian Church, 102 N. Gay Street, Mount Vernon 5:30pm-6:30pm
1st Presbyterian Church, 17 South Main St. Fredericktown 5:30pm-6:30pm
- Dec 20:** 1st Congregational Church, 200 N. Main St. Mount Vernon 5:30pm-6:30pm
- Dec 21:** First Nazarene Church, 807 Coshocton Road, Mount Vernon 5:30pm-6:30pm
- Dec 22:** Salvation Army, 206 East Ohio Avenue, Mount Vernon 5:30pm-6:30pm
- Dec 23:** Gay Street UM Church, 18 North Gay Street, Mount Vernon 5:30pm-6:30pm
- Dec 24:** 7th Day Adventist City Church, 425 South Edgewood Drive, Mount Vernon 5:30pm-6:30pm

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Licking County

- Dec 18:** Christ Evangelical Church, 732 Hebron Road, Heath 5pm-6:15pm
- Dec 19:** Look Up Ministries, 50 O'Bannon Avenue, Newark 5:30pm-6:30pm
For reservations, please call 740-345-6026 or visit website at www.lookupcenter.org
- Dec 20:** 1st Presbyterian Church, 65 North Third Street, Newark 12pm-1:30pm
Old Country Church, 101 South Fifth Street, Newark 3:30pm until the food is gone
- Dec 19-24:** Salvation Army - 250 East Main Street 11:30am-1pm and 5:30pm-6:30pm

2-1-1 Resource Database November 2016 Updates

2-1-1 Online
Resource
Directory

<u>New Agencies</u>	<u>2</u>	<u>Formal Agency Updates</u>	<u>61</u>
<u>New Sites</u>	<u>20</u>	<u>Formal Site Updates</u>	<u>136</u>
<u>New Services</u>	<u>72</u>	<u>Formal Service Updates</u>	<u>127</u>

Does your agency offer Tax Preparation Assistance?

Are your services listed in our database?

As tax season approaches, we know that there will be callers asking where they can go for help with their tax preparation. If your program is already listed in our database, please take a moment to verify the dates/times and eligibility requirements. You can do this by going 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! Thank you!



Type of Call Received	Knox	Licking	Other Counties	Total
Information & Referral	168	713	1003	1884
Crisis	20	145	47	212
Disaster Recovery	0	0	0	0
Recovery/Warm Line	53	226	1	280
After Hours Answering Services	131	117	107	355
Suicide	3	18	11	32
Suicide Follow-Ups	0	0	8	8

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

