

# December 2016

Top Services Requested – Licking County	
Individual, Family & Community Support	239
Mental Health/Addictions	214
Health Care	187
Income Support Assistance	149
Legal, Consumer & Public Safety Services	102
Food/Meals	98
Housing	83
Utility Assistance	40
Information Services	35

Top Services Requested – Knox County	
Housing	126
Mental Health/Addictions	84
Individual, Family & Community Support	51
Health Care	45
Legal, Consumer & Public Safety Services	42
Income Support Assistance	37
Utility Assistance	16
Food/Meals	15
Clothing/Personal/Household Needs	10

	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16
<b>Total Calls:</b> <i>Includes Follow-ups</i>	2446	2732	2628	2502	2543	2580	2598	2777	3071	2664	2879	2731	2479
Knox	416	429	427	433	411	357	364	381	378	347	405	372	408
Licking	1195	1362	1360	1270	1278	1282	1157	1309	1406	1200	1242	1201	1100
Other Counties	835	941	841	799	854	941	1077	1087	1287	1117	1232	1158	971

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

### Top Searches by City

Newark  
 Mount Vernon  
 Pataskala  
 Johnstown  
 Heath



**Unique Visitors** 973  
**Total Site Visits** 2242  
**Total Searches** 1848

### Top Searches by Service

Medical Care Expense Assistance  
 Food Pantries  
 Mammograms  
 Holiday Programs  
 Holiday Donations  
 General Clothing Provision

### Top Searches by Agency

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

### Top Unmet Needs

Rental Deposit Assistance  
 Household Goods Vouchers  
 Burial/Cremation Expense Assistance  
 Community Shelters

## Free Tax Preparation Assistance locations (confirmed)

*Some agencies have specific guidelines for appointments, please call ahead for more information.*

### Knox:

Centerburg Senior Services  
 119 South Preston Street, Centerburg  
 Call 740-625-5056 for appointment.

Sanctuary Community Action  
 302 South Market Street, Danville  
 Call 740-599-7224 for appointment.

United Way of Knox County  
 110 East High Street, Mount Vernon  
 Call 740-397-5721 for appointment.

### Licking:

AARP Tax Aide Program Site  
 Buckeye Lake Public Library  
 4455 Walnut Road (Route 79) King's Plaza, Buckeye Lake  
 Call 740-928-0472 for appointment.

Licking County Coalition for Housing  
 23 South Park Place, Suite 200, Newark  
 Call 740-345-1970 for appointment beginning January 25.

Vineyard Community Church  
 15187 Palmer Road SW, Etna  
 Call 740-927-7729 for appointment.



Top Agency Referrals	Licking	Top Agency Referrals	Knox
Saint Vincent de Paul Center – Newark	100	Winter Sanctuary Homeless Shelter	86
Behavioral Healthcare Partners	86	Behavioral Healthcare Partners	69
Licking County Coalition of Care	82	Interchurch Social Services	43
Food Pantry Network of Licking County	78	Kno-Ho-Co-Ashland Community Action	34
Look Up Ministries	74	Salvation Army of Mount Vernon	31
Licking Memorial Health Systems	72	Look Up Ministries	21
Salvation Army of Licking County	55	City of Mount Vernon Police Department	19
Licking County Department of Job/Family Services	50	Knox County Department of Job/Family Services	19

## Calendar Year 2016 At A Glance

### 2-1-1 Call Statistics

**Knox** 4609 calls received -  
 2462 Female 114 Age 0-17  
 2147 Male 4293 Age 18-64  
 202 Age 65+

#### Top 3 problem needs

Mental Health /Addictions  
 Information Services  
 Individual, Family and Community Support

**Licking** 14358 calls received -  
 8784 Female 214 Age 0-17  
 6174 Male 13263 Age 18-64  
 881 Age 65+

#### Top 3 problem needs

Mental Health /Addictions  
 Information Services  
 Individual, Family and Community Support

## Calendar Year 2016 At A Glance

### Online Resource Directory Statistics

Unique Visitors 8161  
 Total Site Visits 20776  
 Total Searches 20307



#### Top Unmet Needs

Household Goods Vouchers  
 Rental Deposit Assistance  
 General Furniture Provision

#### Top Services Requested

Free School Supplies  
 Food Pantries  
 General Clothing Provision

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



New Agencies 1 Formal Agency Updates 33  
New Sites 2 Formal Site Updates 76  
New Services 14 Formal Service Updates 72

Did you know that you can login to the 2-1-1 database at any time to review your service information? Just click the dark blue 2-1-1 Online Resource Directory button above, then scroll down and click **Service Provider Tools**.

If you don't know your login/password (sent with Web Survey Request email), click the **Request Password** button to request a user name and password. You will receive a reply within 48 hours.

Don't forget to check your email for the Web Survey Update. Requests are sent out annually to agencies that have given Pathways a current email address.

## Happy New Year!

Type of Call Received	Knox	Licking	Other Counties	Total
Information & Referral	198	652	855	<b>1705</b>
Crisis	37	153	32	<b>222</b>
Disaster Recovery	0	0	0	<b>0</b>
Recovery/Warm Line	17	151	0	<b>168</b>
After Hours Answering Services	156	144	84	<b>384</b>
Suicide	1	24	9	<b>34</b>
Suicide Follow-Ups	0	4	0	<b>4</b>

2-1-1 Crisis Hotline & Information Center



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