

February 2017

Top Services Requested – Licking County	
Individual, Family & Community Support	261
Health Care	232
Legal, Consumer & Public Safety Services	201
Mental Health/Addictions	148
Income Support Assistance	130
Food/Meals	72
Housing	70
Information Services	34
Clothing/Personal Needs	32

Top Services Requested – Knox County	
Mental Health/Addictions	84
Individual, Family & Community Support	76
Housing	64
Legal, Consumer & Public Safety Services	49
Health Care	35
Income Support Assistance	11
Other Government/Economic Services	8
Utility Assistance	8
Food/Meals	6

	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17
Total Calls: <i>Includes Follow-ups</i>	<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>	<u>2479</u>	<u>3088</u>	<u>3185</u>
Knox	<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>	<u>408</u>	<u>318</u>	<u>354</u>
Licking	<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>	<u>1100</u>	<u>1189</u>	<u>1024</u>
Other Counties	<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>	<u>971</u>	<u>1581</u>	<u>1807</u>

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

Top Searches by City

- Newark
- Mount Vernon
- Heath
- Pataskala
- Hanover



Unique Visitors 774
Total Site Visits 1781
Total Searches 1267

Top Searches by Service

- Mammograms
- Equestrian Therapy
- Food Pantries
- Medical Care Expense Assistance
- Assistive Technology Equipment Loan
- Reckless Driving Reporting

Top Searches by Agency

- Food Pantry Network of Licking County
- Interchurch Social Services
- Station Break Senior Center
- Salvation Army of Licking County

Top Unmet Needs

- Emergency Shelter
- Alcohol Dependency Support Groups
- Bedding/Linen
- Collaboration Development

Pathways would like to thank The



for awarding the agency a grant to market the 2-1-1/Crisis Hotline in Licking County. The grant will help to fund movie theater ads, Facebook ads, radio ads, newspaper ads and printing materials. It will also help us market our new 2-1-1 Texting service.

More on that next month! Below is Walt Zang,

our 2-1-1/Crisis Hotline Program Director showing

his excitement over hearing that

“We Got the Grant!”



In addition, Mental Health and Recovery for Licking and Knox County has added funds to increase the



marketing of the 2-1-1/Crisis Hotline in both counties.

Thank you!!

Top Agency Referrals	Licking	Top Agency Referrals	Knox
City of Newark Division of Police	132	Behavioral Healthcare Partners	59
Licking Memorial Health Systems	103	Winter Sanctuary Homeless Shelter	49
Saint Vincent de Paul Center – Newark	90	City of Mount Vernon Police Department	31
Look Up Ministries	83	New Directions – Domestic Abuse Shelter	22
Licking County Coalition of Care	67	Knox Community Hospital	17
Behavioral Healthcare Partners	55	Salvation Army of Mount Vernon	13
Licking County Department of Job/Family Services	55	Interchurch Social Services	11
Food Pantry Network of Licking County	50	Kno-Ho-Co-Ashland Community Action	10

VETERAN SERVICE OFFICES AND THEIR OFFICERS

Veteran Service Officers (VSO) are veterans who stand ready to help with veteran-related needs. Veterans Service Offices have all the forms and other information a veteran may need to obtain service from the U. S. Department of Veterans Affairs, as well as the forms for requesting State veterans' benefits. The Service Officers will assist in finding the information and resources needed to solve service-related problems.

Veteran Service Officers help veterans navigate the many federal, state, and local resources and benefits available to them. Whether it's a specific question or the need to identify programs and benefits for which a veteran may be eligible, Veteran Service Officers stand by to help. They are liaisons for all veteran issues.

VSO's are trained and accredited by the US Department of Veterans Affairs to provide assistance to veterans, their dependents, and survivors. This includes not only applying for federal and state benefits but also providing resources related to the following:

- Compensation and Pension
- Education & Training
- Burial & Survivor
- Transportation
- Health Care
- Employment
- Housing
- Military Records

If you want assistance or need help in obtaining benefits, your County Veterans Service Officer is there to assist you.

Knox County Veterans Service Office

411 Pittsburgh Avenue, Mount Vernon

740.393.6742

Kevin Henthorn VSO, Director

Licking County Veterans Service Office

935 Buckeye Avenue, Newark

740.670.5430

April Foster VSO, Director



2-1-1 Resource Database February 2017 Updates



New Agencies	6	Formal Agency Updates	31
New Sites	7	Formal Site Updates	67
New Services	19	Formal Service Updates	47

It may not seem like spring yet, but warmer weather is coming! We will be updating all Summer Crisis Programs (HEAP) for utility assistance, fans, or air conditioners over the next few months. If your organization currently offers, or will be offering, any of these services, please log in to the [Online Resource Directory](#) and update your information as soon as it is available or email the changes to me using the contact information at the bottom of the page. Thanks for your cooperation!



Type of Call Received	Knox	Licking	Other Counties	Total
Information & Referral	123	566	1697	2386
Crisis	47	164	44	255
Disaster Recovery	0	0	1	1
Recovery/Warm Line	51	228	0	279
After Hours Answering Services	133	66	65	264
Suicide	6	11	17	34
Suicide Follow-Ups	14	9	3	26

2-1-1 Crisis Hotline & Information Center

A PROGRAM OF
PATHWAYS
OF CENTRAL OHIO



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