

Top Services Requested – Licking County	
Individual, Family & Community Support	349
Health Care	282
Legal, Consumer & Public Safety Services	255
Mental Health/Addictions	213
Income Support Assistance	122
Housing	93
Food/Meals	60
Information Services	41
Utility Assistance	27

Top Services Requested – Knox County	
Mental Health/Addictions	103
Individual, Family & Community Support	91
Housing	79
Legal, Consumer & Public Safety Services	59
Health Care	43
Income Support Assistance	20
Food/Meals	15
Information Services	12
Other Government/Economic Services	8

	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17
Total Calls: <i>Includes Follow-ups</i>	<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>	<u>3006</u>
Knox	<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>	<u>401</u>
Licking	<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>	<u>1133</u>
Other Counties	<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>	<u>1472</u>

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

Top Searches by City

- Mount Vernon
- Newark
- Johnstown
- Pataskala
- Heath



Unique Visitors 924
Total Site Visits 2079
Total Searches 1557

Top Searches by Service

- Mammograms
- Assistive Technology Equipment Loan
- Medical Care Expense Assistance
- Community Meals
- Equestrian Therapy
- Food Pantries

Top Searches by Agency

- Food Pantry Network of Licking County
- Licking County Court of Common Pleas
- Interchurch Social Services
- Mount Vernon City School District

Top Unmet Needs

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

NAMI is the nation's largest grassroots mental health organization dedicated to building better lives for the millions of Americans affected by mental illness.



What started as a small group of families gathered around a kitchen table in 1979 has blossomed into the nation's leading voice on mental health. Today, NAMI is an association of hundreds of local affiliates, state organizations and volunteers who work in our community to raise awareness and provide support and education that was not previously available to those in need.

NAMI offers education programs, free referral, information and support, public awareness events and activities and much more!

To learn more about what programs and services are available locally, contact:

NAMI – Licking and Knox Counties
 Dodie Melvin, Executive Director
 (740) 397-3088
 Or visit www.namiknoxohio.com

Top Agency Referrals	Licking	Top Agency Referrals	Knox
City of Newark Division of Police	203	Behavioral Healthcare Partners	74
Licking Memorial Health Systems	141	Winter Sanctuary Homeless Shelter	50
Saint Vincent de Paul Center – Newark	101	City of Mount Vernon Police Department	32
Behavioral Healthcare Partners	86	Interchurch Social Services	27
Look Up Center	85	Knox Community Hospital	22
Licking County Coalition of Care	83	New Directions – Domestic Abuse Shelter	22
Licking County Office of Homeland Security/EMA	74	Salvation Army of Mount Vernon	20
Food Pantry Network of Licking County	44	Knox County Department of Job/Family Services	13

Want to Volunteer or Need a Volunteer?

The 2-1-1 Online Resource Database includes listings for volunteer opportunities in our communities. However, most people don't think of it as a resource for volunteer opportunities.

To remedy that, Pathways is promoting the 2-1-1/Crisis Hotline and the Online Resource Database as the way to get connected to over 150 volunteer opportunities in Licking and Knox Counties.

If you are searching for a place to serve, go to the **Online Resource Directory**. Enter your location and demographics and type "Volunteer Opportunities" in the "Search by Service Keyword" box. Next, you will see a list of different types of opportunities. Click on one and if an organization in your community needs volunteers for that service, it will be listed. Click on "Show Details" next to the words "Volunteer Opportunities" to see specifics on what the organization needs. Contact information for each organization is also listed. Simply give them a call!

In addition, we are encouraging all organizations to make sure their volunteer listings are up to date. If your opportunities are not listed in the database, or you need to update your listing, click here to go to the **Online Resource Directory**. Scroll down and click **Service Provider Tools** and follow the instructions.



As always, don't forget to check your email for the 2-1-1 Web Survey Update Request (it may go to your Junk or Spam folder). These update requests are sent out annually to agencies that have given Pathways a current email address.

2-1-1 Resource Database March 2017 Updates



New Agencies	1	Formal Agency Updates	67
New Sites	13	Formal Site Updates	185
New Services	24	Formal Service Updates	140

Reminder: 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	168	553	1327	2048
Crisis	35	160	35	247
Disaster Recovery	0	0		0
Recovery/Warm Line	65	311	0	376
After Hours Answering Services	133	109	93	335
Suicide	3	14	13	27
Suicide Follow-Ups	8	16	9	33

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
mail@pathwaysco.org

