

# August 2017

Top Services Requested – Licking County	
Health Care	298
Individual, Family & Community Support	264
Legal, Consumer & Public Safety Services	201
Mental Health/Addictions	200
Income Support Assistance	130
Housing	93
Food/Meals	80
Information Services	46
Clothing/Personal/Household Needs	35

Top Services Requested – Knox County	
Mental Health/Addictions	94
Individual, Family & Community Support	79
Legal, Consumer & Public Safety Services	73
Health Care	46
Housing	43
Income Support Assistance	29
Utility Assistance	12
Food/Meals	11
Other Government/Economic Services	11

	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17
<b>Total Calls:</b> <i>Includes Follow-ups</i>	3071	2664	2879	2731	2479	3088	3185	3006	2539	2514	2572	2722	2699
<b>Knox</b>	378	347	405	372	408	318	354	401	345	315	323	433	359
<b>Licking</b>	1406	1200	1242	1201	1100	1189	1024	1133	1154	1214	1187	1202	1208
<b>Other Counties</b>	1287	1117	1232	1158	971	1581	1807	1472	1040	985	1062	1087	1132

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

### Top Searches by City

Mount Vernon  
 Newark  
 Pataskala  
 Heath  
 Johnstown



Unique Visitors 1063  
 Total Site Visits 2340  
 Total Searches 1682

### Top Searches by Service

Free School Supplies  
 Assistive Technology Equipment Loan  
 Food Pantries  
 Medical Care Expense Assistance  
 General Clothing Provision  
 Community Meals

### Top Searches by Agency

Food Pantry Network of Licking County  
 Newark Church of the Nazarene  
 Hot Meals Project of Knox County  
 Salvation Army of Mount Vernon

### Top Unmet Needs

Medical Care Expense Assistance  
 Holiday Donations  
 Rental Deposit Assistance  
 Utility Assistance

*Thanksgiving will be here before we know it...and many individuals in our communities will be looking for help in providing dinner for their families or for a place to go for a good meal.*

*If your organization will be providing Thanksgiving Baskets, turkeys, offering financial assistance, or having a dinner that is open to the community, please let 211 know as soon as possible.*

*Last year, we referred over 200 callers to programs offered in Knox, Licking, Morgan, Muskingum and Perry Counties.*

*You can call or email the information directly to Lyn at 740-345-6166 x 200 or [lromano@pathwaysco.org](mailto:lromano@pathwaysco.org).*

*We will need the following information:*

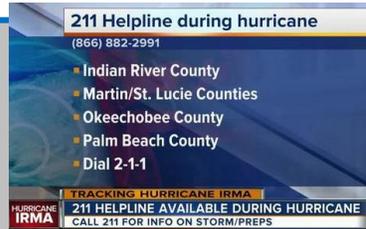
- Program Name
- Contact Person
- Program Description
- Intake Procedure
- Eligibility Requirements
- Location, Date, Time & Deadline (if applicable)
- Phone Number that can be given to callers



*Thank you for all you do for our communities, during the holidays and throughout the year!*

Top Agency Referrals	Licking	Top Agency Referrals	Knox
City of Newark Division of Police	159	Behavioral Healthcare Partners	70
Licking Memorial Health Systems	140	City of Mount Vernon Police Department	41
Saint Vincent de Paul Center – Newark	106	Interchurch Social Services	38
Licking County Coalition of Care	97	Salvation Army of Mount Vernon	35
Look Up Center	91	New Directions – Domestic Abuse Shelter	31
Behavioral Healthcare Partners	88	Kno-Ho-Co-Ashland Community Action	21
Licking County Office of Homeland Security/EMA	71	Knox Community Hospital	20
Food Pantry Network of Licking County	61	Knox County Department of Job/Family Services	19

## Pathways 2-1-1/Crisis Hotline Assists with Hurricane Irma Relief Efforts



Since Saturday, September 9, 2017, the Pathways 2-1-1/Crisis Hotline has been taking overflow text messages from Florida, Georgia and Alabama residents impacted by Hurricane Irma. United Way Worldwide asked Pathways to do this as it is part of the Nationwide Text Platform. Pathways has been taking texts from Licking and Knox residents since November 2016.

In case of disaster, the National Text Platform can be utilized to connect people to needed services such as shelter locations, how to receive financial assistance, if their water is safe, etc. In this case, Florida, Georgia and Alabama residents were instructed to text “IRMA” to 898211. To date, over 1000 people have been assisted.

Pathways is not alone in taking the overflow texts. Other 2-1-1s across the United States have been helping with as many as 15 staff taking texts during daytime hours. Pathways is one of the few that has had staff available overnight.

Pathways has also continued to take texts inquiries from Licking and Knox residents during this time. To reach the 2-1-1/Crisis Hotline texting service, text your zip code to 898211. Texting is a great way to save phone minutes and the 2-1-1/Crisis Hotline staff can answer simple questions or handle crisis situations. For more information visit: [211pathways.org](http://211pathways.org).



## 2-1-1 Resource Database August 2017 Updates

2-1-1 Online Resource Directory

<u>New Agencies</u>	<u>3</u>	<u>Formal Agency Updates</u>	<u>103</u>
<u>New Sites</u>	<u>11</u>	<u>Formal Site Updates</u>	<u>168</u>
<u>New Services</u>	<u>63</u>	<u>Formal Service Updates</u>	<u>271</u>

A special “Thank You” to agencies using the Web Survey Online system to update!! This not only speeds up the updating process, it allows agencies the ability to explain their services and how to access them, using their own words, and it’s done directly into the 2-1-1 database.

*Web Survey Online Requests are sent out annually to agencies that have given Pathways a current email address. The Subject line will read: 2017 Agency Update for 2-1-1 Database and it will come from [lromano@pathwaysco.org](mailto:lromano@pathwaysco.org).*

If you are interested in learning more about the online updating process, please contact Lyn, Mon-Fri 8am-4:30pm, using the information at the bottom of this page.

Type of Call Received	Knox	Licking	Other Counties	Total
Information & Referral	170	640	973	<b>1783</b>
Crisis	37	150	43	<b>230</b>
Disaster Recovery	0	0	1	<b>1</b>
Recovery/Warm Line	51	231	0	<b>282</b>
After Hours Answering Services	94	120	82	<b>299</b>
Suicide	6	40	11	<b>57</b>
Suicide Follow-Ups	1	28	2	<b>68</b>

2-1-1 Crisis Hotline & Information Center

A PROGRAM OF  
**PATHWAYS**  
OF CENTRAL OHIO



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