

# September 2017

### Top Services Requested – Licking County

Individual, Family & Community Support	303
Health Care	287
Mental Health/Addictions	261
Legal, Consumer & Public Safety Services	221
Income Support Assistance	63
Housing	102
Food/Meals	100
Information Services	39
Utility Assistance	37

### Top Services Requested – Knox County

Mental Health/Addictions	108
Individual, Family & Community Support	79
Legal, Consumer & Public Safety Services	53
Health Care	46
Housing	39
Income Support Assistance	28
Utility Assistance	17
Food/Meals	10
Information Services	8

	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17
<b>Total Calls:</b> <i>Includes Follow-ups</i>	2664	2879	2731	2479	3088	3185	3006	2539	2514	2572	2722	2699	2653
<b>Knox</b>	347	405	372	408	318	354	401	345	315	323	433	359	336
<b>Licking</b>	1200	1242	1201	1100	1189	1024	1133	1154	1214	1187	1202	1208	1282
<b>Other Counties</b>	1117	1232	1158	971	1581	1807	1472	1040	985	1062	1087	1132	1035

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

#### Top Searches by City

- Mount Vernon
- Newark
- Heath
- Pataskala
- Centerburg



**Unique Visitors** 763  
**Total Site Visits** 1831  
**Total Searches** 1125

#### Top Searches by Service

- Assistive Technology Equipment Loan
- Community Meals
- Food Pantries
- General Clothing Provision
- Medical Care Expense Assistance

#### Top Searches by Agency

- Food Pantry Network of Licking County
- Salvation Army of Mount Vernon
- Licking/Knox Goodwill Industries
- LEADS Community Action
- Crossroads Baptist Church

#### Top Unmet Needs

- Medical Care Expense Assistance
- Free School Supplies
- Holiday Programs
- Health/Disability Related Support Groups



The Winter Crisis Program helps income eligible Ohioans that are threatened with disconnection, have been

disconnected or have less than a 25 percent (10-day) supply of bulk fuel in their tank maintain their utility service. The program runs from November 1, 2017 until March 31, 2018. Winter Crisis is a component of the Home Energy Assistance Program. Last year, there were more than 130,000 households served by the Winter Crisis Program. Ohio households, serviced by a PUCO-regulated utility, must sign up for the Percentage of Income Payment Plan Plus (PIPP Plus) or another payment plan in order to receive emergency benefits.

The income levels are:

Size of Family	Total Household Income 12 Months
1	up to \$21,105
2	up to \$28,420
3	up to \$35,735
4	up to \$43,050

Knox County contact:

Kno-Ho-Co-Ashland Community Action 740-397-0378

Licking County contact:

LEADS Community Action 740-349-8606

Top Agency Referrals	Licking	Top Agency Referrals	Knox
City of Newark Division of Police	158	Behavioral Healthcare Partners	71
Licking County Coalition of Care	138	Salvation Army of Mount Vernon	33
Saint Vincent de Paul Center – Newark	138	Interchurch Social Services	31
Licking Memorial Health Systems	136	City of Mount Vernon Police Department	29
Behavioral Healthcare Partners	128	New Directions – Domestic Abuse Shelter	27
Look Up Center	85	Kno-Ho-Co-Ashland Community Action	24
Licking County Office of Homeland Security/EMA	79	Knox County Department of Job/Family Services	22
Licking County Department of Job/Family Services	76	Knox Community Hospital	18



**2-1-1**  
crisis + information line

**2-1-1 can help you find the answers!**

**3 ways to contact:**

**CALL**  
Dial 2-1-1 or 1-800-544-1601 from any phone - 24/7 - to be connected to a trained professional today.

**TEXT**  
Text your zip code to 898211 between 9 am - 5 pm daily to get the answers you need.

**VISIT**  
Visit [211pathways.org](http://211pathways.org) to be directed to resources that can best serve your needs.



[pathwaysofcentralohio.org](http://pathwaysofcentralohio.org)

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

2-1-1 Online  
Resource  
Directory

<u>New Agencies</u>	<u>5</u>	<u>Formal Agency Updates</u>	<u>78</u>
<u>New Sites</u>	<u>14</u>	<u>Formal Site Updates</u>	<u>114</u>
<u>New Services</u>	<u>41</u>	<u>Formal Service Updates</u>	<u>137</u>

**Does your organization offer seasonal programs during the fall/winter months? Are those services listed, and current, in the 2-1-1 database??**

Calls have already come in for assistance so the more information you provide, the more information we can provide to callers.

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 on **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.

Type of Call Received	Knox	Licking	Other Counties	Total
Information & Referral	163	669	864	<b>1696</b>
Crisis	45	202	80	<b>327</b>
Disaster Recovery	0	5	1	<b>6</b>
Recovery/Warm Line	48	252	0	<b>298</b>
After Hours Answering Services	82	154	90	<b>326</b>
Suicide	2	23	10	<b>35</b>
Suicide Follow-Ups	2	22	8	<b>32</b>

2-1-1 Crisis Hotline & Information Center

A PROGRAM OF  
**PATHWAYS**  
OF CENTRAL OHIO



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