

# December 2017

## Top Services Requested – Licking County

Individual, Family & Community Support	300
Mental Health/Addictions	192
Health Care	178
Legal, Consumer & Public Safety Services	163
Income Support Assistance	120
Food/Meals	87
Housing	78
Information Services	38
Clothing/Personal/Household Needs	28

## Top Services Requested – Knox County

Mental Health/Addictions	95
Individual, Family & Community Support	79
Legal, Consumer & Public Safety Services	57
Health Care	41
Housing	25
Income Support Assistance	25
Transportation	10
Utility Assistance	9
Food/Meals	8

	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17
<b>Total Calls:</b> <i>Includes Follow-ups</i>	2479	3088	3185	3006	2539	2514	2572	2722	2699	2653	2486	2296	2373
<b>Knox</b>	408	318	354	401	345	315	323	433	359	336	318	353	329
<b>Licking</b>	1100	1189	1024	1133	1154	1214	1187	1202	1208	1282	1254	1002	1149
<b>Other Counties</b>	971	1581	1807	1472	1040	985	1062	1087	1132	1035	914	941	895

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

### Top Searches by City

- Mount Vernon
- Newark
- New Albany
- Heath
- Johnstown



Unique Visitors 715  
 Total Site Visits 1850  
 Total Searches 1213

### Top Searches by Service

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

### Top Searches by Agency

- Food Pantry Network of Licking County
- Salvation Army of Licking County
- LEADS Community Action
- Licking County Court of Common Pleas
- Licking County Department of Job & Family Services

### Top Unmet Needs

- Medical Care Expense Assistance
- Food Banks/Food Distribution Warehouses
- Rental Deposit Assistance
- Emergency Shelter

## FREE Tax Preparation Assistance

Contact any of these agencies for appointments and guidelines -

### KNOX COUNTY:

Centerburg Senior Services  
 119 South Preston Street  
 call Robin or Chris at 740-625-5056

City of Mount Vernon Tax Department  
 3 North Gay Street  
 call 740-393-9524

Sanctuary Community Action  
 302 South Market Street  
 call Barb at 740-599-7224

United Way of Knox County  
 305 East High Street  
 call Lisa at 740-397-5721

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**LICKING COUNTY:**

City of Newark Tax Department  
 40 West Main Street  
 call 740-670-7580

Licking County Coalition for Housing  
 23 South Park Place  
 call 740-345-1970

Vineyard Community Church  
 15187 Palmer Rd. SW, Etna  
 call 740-927-7729



Top Agency Referrals	Licking	Top Agency Referrals	Knox
City of Newark Division of Police	109	Behavioral Healthcare Partners	70
Saint Vincent de Paul Center	103	City of Mount Vernon Police Department	28
Behavioral Healthcare Partners	92	Interchurch Social Services	21
Licking County Coalition of Care	83	Knox Community Hospital	20
Licking Memorial Health Systems	81	Salvation Army of Mount Vernon	18
Food Pantry Network of Licking County	60	Kno-Ho-Co-Ashland Community Action s	16
Look Up Center	59	Saint Vincent de Paul Catholic Church	14
Salvation Army of Licking County	58	Knox County Department of Job/Family Service	12



*Knox County:*

New Directions Domestic Violence Shelter | 740-397-4357  
[www.newdirectionsshelter.org](http://www.newdirectionsshelter.org)

Interchurch Social Services | 740-397-4825  
 Emergency Shelter/Housing Assistance  
[www.interchurchknox.org](http://www.interchurchknox.org)

Salvation Army of Mount Vernon | 740-392-8716  
[www.salvationarmyohio.org/mountvernon](http://www.salvationarmyohio.org/mountvernon)  
 Emergency Shelter/Housing Assistance  
 For both agencies, After Hours call the Knox County Sheriff's Office at 740-397-3333

Kno-Ho-Co-Ashland Community Action | 740-393-3545  
[www.knohoco.org](http://www.knohoco.org)

Winter Sanctuary Shelter | 740-392-9277  
 Emergency/Homeless Shelter  
[www.wintersanctuary.com](http://www.wintersanctuary.com)

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*Licking County:*

New Beginnings Domestic Violence Shelter | 740-349-8719  
[www.thewoodland.org/center-for-new-beginnings](http://www.thewoodland.org/center-for-new-beginnings)

St. Vincent Haven | 740-349-0220  
 Emergency/Homeless Shelter  
[www.svdphaven.org](http://www.svdphaven.org)

Salvation Army of Licking County | 740-345-8120  
 Emergency/Homeless Shelter  
[www.SalvationArmyOhio.org/Newark](http://www.SalvationArmyOhio.org/Newark)

**2-1-1 Resource Database  
 December 2017 Updates**



New Agencies	0	Formal Agency Updates	38
New Sites	5	Formal Site Updates	57
New Services	30	Formal Service Updates	70

**Is your agency offering  
 Tax Preparation Assistance for 2017?  
 Are your services listed in our database?**

As tax season approaches, we know that there will be callers asking where they can go for help with their tax preparation. If your program is already listed in our database, please take a moment to verify the dates, times and eligibility requirements. You can do this by going to the **Online Resource Directory** to update your information so we are providing callers with the most accurate, up-to-date resources at all times. Thank you!

Type of Call Received	Knox	Licking	Other Counties	Total
Information & Referral	152	627	778	<b>1557</b>
Crisis	29	174	48	<b>251</b>
Disaster Recovery	0	0	0	<b>0</b>
Recovery/Warm Line	69	219	1	<b>289</b>
After Hours Answering Services	79	129	68	<b>276</b>
Suicide	2	16	5	<b>23</b>
Suicide Follow-Ups	2	11	6	<b>19</b>

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](http://www.211pathways.org)  
[mail@pathwaysco.org](mailto:mail@pathwaysco.org)

