

January 2018

Top Services Requested – Licking County

Individual, Family & Community Support	244
Health Care	236
Mental Health/Addictions	216
Legal, Consumer & Public Safety Services	142
Income Support Assistance	126
Food/Meals	93
Housing	68
Information Services	52
Utility Assistance	28

Top Services Requested – Knox County

Mental Health/Addictions	84
Individual, Family & Community Support	71
Housing	29
Legal, Consumer & Public Safety Services	28
Health Care	24
Income Support Assistance	19
Food/Meals	15
Utility Assistance	14
Information Services	9

	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18
Total Calls: <i>Includes Follow-ups</i>	3088	3185	3006	2539	2514	2572	2722	2699	2653	2486	2296	2373	3037
Knox	318	354	401	345	315	323	433	359	336	318	353	329	298
Licking	1189	1024	1133	1154	1214	1187	1202	1208	1282	1254	1002	1149	1208
Other Counties	1581	1807	1472	1040	985	1062	1087	1132	1035	914	941	895	1531

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

Top Searches by City

Mount Vernon
 Newark
 Heath
 Columbus
 Pataskala



Unique Visitors 839
 Total Site Visits 2243
 Total Searches 1486

Top Searches by Service

Assistive Technology Equipment Loan
 Mammograms
 Medical Care Expense Assistance
 Food Pantries
 Rent Payment Assistance

Top Searches by Agency

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

Top Unmet Needs

Medical Care Expense Assistance
 Rental Deposit Assistance
 Burial/Cremation Expense Assistance
 Food Banks/Food Distribution Warehouses

Calendar Year 2017 At A Glance - 2-1-1 Call Center Stats

Knox 4089 calls received - 129 Age 0-17
 2182 Female 3728 Age 18-64
 1907 Male 232 Age 65+

Top 3 problem needs

Mental Health /Addictions
 Information Services
 Individual, Family and Community Support

Licking 13602 calls received - 277 Age 0-17
 7093 Female 12428 Age 18-64
 6509 Male 920 Age 65+

Top 3 problem needs

Mental Health /Addictions
 Information Services
 Individual, Family and Community Support

Calendar Year 2017 At A Glance - Online Directory Stats

Unique Visitors 8349
 Total Site Visits 24119
 Total Searches 13245

Top Unmet Needs

Medical Care Expense Assistance
 Food Banks/Food Distribution
 Health/Disability Support Groups

Top Services Requested

Assistive Technology Loans
 Free School Supplies
 Mammograms

Top Agency Referrals	Licking	Top Agency Referrals	Knox
Behavioral Healthcare Partners	113	Behavioral Healthcare Partners	63
Saint Vincent de Paul Center	111	Interchurch Social Services	22
Look Up Center	97	Kno-Ho-Co-Ashland Community Action	20
Licking Memorial Health Systems	96	Salvation Army of Mount Vernon	20
City of Newark Division of Police	94	New Directions – Domestic Abuse Shelter	17
Licking County Coalition of Care	93	City of Mount Vernon Police Department	16
Food Pantry Network of Licking County	76	Saint Vincent de Paul Catholic Church	16
Licking County Board of Developmental Disabilities	47	Knox County Department of Job/Family Services	14

Sunday, February 11 is National 2-1-1 Day!!

2-1-1 IMPACT
2017

13.4 MILLION phone requests for help

16 MILLION website searches for help

555,000 text message requests for help

300K web chat requests for help

91K email requests for help

MAKING CONNECTIONS FOR HEALTHIER COMMUNITIES

When more people are thriving, our communities are stronger.

4.4 MILLION Connections to housing or utilities assistance

2 MILLION Connections to physical or mental health services

1.6 MILLION Connections to food assistance

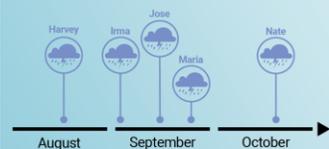
1 MILLION Connections to help with finances or finding a job

1 MILLION Connections to homeless shelters or drop-in centers

DISASTER RESPONSE

More than 800,000

Nationwide connections to requests for disaster-related help during the hurricanes of 2017.



HELPING CHILDREN & FAMILIES

200K Connections to education resources

40K Connections to child developer screenings

100K Connections to early childhood education and literacy programs or child care providers

300K Connections to veteran or military family resources

“I feel really blessed for the help I've gotten. I can't say enough about how nice they are down at 2-1-1. They're so kind.”
- 2-1-1 Michigan caller who received dental and medical assistance

Dial 2-1-1 or visit 211.org

[Click here or in email to view larger image](#)



2-1-1 Resource Database January 2018 Updates

2-1-1 Online Resource Directory

New Agencies	3	Formal Agency Updates	82
New Sites	17	Formal Site Updates	188
New Services	53	Formal Service Updates	202

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 **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 72 hours.

Don't forget to check your email for the **Web Survey Update Request**. The subject line will say "2018 Agency Update for 2-1-1 Database" and will come from Iromano@pathwaysco.org. Requests are sent out at least annually to agencies that have given Pathways a current email address.

Type of Call Received	Knox	Licking	Other Counties	Total
Information & Referral	153	680	1382	2215
Crisis	24	180	59	263
Disaster Recovery	0	3	1	4
Recovery/Warm Line	66	146	89	301
After Hours Answering Services	55	199	0	254
Suicide	1	11	8	20
Suicide Follow-Ups	3	12	1	16

2-1-1 Crisis Hotline & Information Center

A PROGRAM OF
PATHWAYS
OF CENTRAL OHIO



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1627 Bryn Mawr Drive
Newark, Ohio 43055

Phone: 740-345-6166 • Fax: 740-349-9894

www.211pathways.org

mail@pathwaysco.org



For questions regarding the 2-1-1 database, please contact Lyn Romano, 2-1-1 Database Administrator at Iromano@pathwaysco.org or call 740-345-6166 x200