

Top Services Requested – Licking County	
Health Care	271
Individual, Family & Community Support	232
Mental Health/Addictions	218
Legal, Consumer & Public Safety Services	180
Income Support Assistance	110
Housing	83
Food/Meals	58
Utility Assistance	32
Information Services	27

Top Services Requested – Knox County	
Mental Health/Addictions	94
Individual, Family & Community Support	89
Legal, Consumer & Public Safety Services	57
Health Care	39
Housing	34
Income Support Assistance	17
Information Services	9
Utility Assistance	7
Clothing/Personal/Household Needs	6

	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18
<b>Total Calls:</b> <i>Includes Follow-ups</i>	<u>3006</u>	<u>2539</u>	<u>2514</u>	<u>2572</u>	<u>2722</u>	<u>2699</u>	<u>2653</u>	<u>2486</u>	<u>2296</u>	<u>2373</u>	<u>3037</u>	<u>2869</u>	<u>2586</u>
<b>Knox</b>	<u>401</u>	<u>345</u>	<u>315</u>	<u>323</u>	<u>433</u>	<u>359</u>	<u>336</u>	<u>318</u>	<u>353</u>	<u>329</u>	<u>298</u>	<u>285</u>	<u>317</u>
<b>Licking</b>	<u>1133</u>	<u>1154</u>	<u>1214</u>	<u>1187</u>	<u>1202</u>	<u>1208</u>	<u>1282</u>	<u>1254</u>	<u>1002</u>	<u>1149</u>	<u>1208</u>	<u>923</u>	<u>1041</u>
<b>Other Counties</b>	<u>1472</u>	<u>1040</u>	<u>985</u>	<u>1062</u>	<u>1087</u>	<u>1132</u>	<u>1035</u>	<u>914</u>	<u>941</u>	<u>895</u>	<u>1531</u>	<u>1661</u>	<u>1228</u>

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



**Top Searches by City**

Mount Vernon	Unique Visitors	941
Newark	Total Site Visits	2160
Heath	Total Searches	1706
Pataskala		
Fredericktown		

**Top Searches by Service**

- Food Pantries
- Community Meals
- Reckless Driving Reporting
- General Clothing Provision
- Medical Appointments Transportation

**Top Searches by Agency**

- Food Pantry Network of Licking County
- Ohio State Highway Patrol
- First Baptist Church of Heath
- Hot Meals Project of Knox County
- First Church - Newark

**Top Unmet Needs**

- Medical Care Expense Assistance
- Adult Psychiatric Hospitals
- Automobile Insurance Payment Assistance
- Dental Care Expense Assistance
- Food Banks/Food Distribution Warehouses

The 2-1-1/Crisis Hotline and Information Center of Pathways provides an Online Resource Directory where you can perform your own searches for services. However, there may be times when you require a more specific listing of services. To meet this need, Pathways has created several brochures and fliers for Knox and Licking Counties. Links to these materials may be found by visiting our website at [www.211pathways.org](http://www.211pathways.org) or at the links below.

These brochures/fliers may be downloaded and copied as needed. If you are aware of any changes or updates for these brochures, please contact Lyn Romano at

740-345-6166 or [lromano@pathwaysco.org](mailto:lromano@pathwaysco.org)



- [Knox County Emergency Services guide](#)
- [Downtown Newark County Emergency Services guide](#)
- [Licking County Re-Entry Resources guide](#)
- [Western Licking County Emergency Services guide](#)
- [2-1-1 Foreclosure Resource Sheet](#)
- [2-1-1 Economic Hardship Flier](#)

**\*\*Note: Change in referral list to show specific service referred.**

Top Agency/Service Referrals	Licking	Top Agency/Service Referrals	Knox
Newark PD – Municipal Police	121	Mount Vernon PD – Municipal Police	42
Licking Memorial Hospital – ER	119	BHP – Crisis Intervention	35
Saint Vincent de Paul Center – General Dispatch	79	Knox Community Hospital –ER	18
Look Up Center – Dental Clinic	70	New Directions Shelter – DV Shelter	13
Licking Cty Coalition of Care – Financial Assistance	73	Interchurch Social Svcs – Financial Assistance	13
Licking County Board of DD – On-Call	38	Salvation Army of MV – Emergency Assistance	5
Food Pantry Network – Food Pantries	38	Kno-Ho-Co CAC – Rent Payment Assistance	4
BHP – Crisis Intervention	34	Knox County DJFS – Child Abuse Reporting	3



Apprisen is a non-profit 501(c)(3) organization that provides services for low-to-moderate-income

individuals and families, helping them learn to manage money, balance their budgets and get out of debt. Services include:

### Housing Counseling

Persons that are looking to rent, buy a home or are already a home owner, Apprisen provides counseling, education and advice on housing issues.

### Financial Wellness Programs

[Comprehensive Financial Counseling](#) - Meet with a Financial Services Specialist in a free, initial counseling session that sets the foundation for identifying what you want to accomplish, including solutions to credit and debt concerns.

[Debt Management Program \(DMP\)](#) - Is credit card debt keeping you from achieving your financial goals? Our Debt Management Program may be right for you. Apprisen will work with your creditors to help you set up a convenient repayment plan to pay off your credit card, medical and other unsecured debt.

[Credit Health Education Session](#) - Your credit report is an important tool in building wealth. Work with a Financial Services Specialist to understand and improve your credit report.

[Personal Finance Education Session](#) - Professional, certified counselors lead you through the steps of analyzing your current financial situation, setting financial goals, implementing a spending/saving plan and creating a financial strategy that works for you.

[Financial Coaching Programs](#) - Apprisen Financial Fitness Coaches empower, support and motivate clients to achieve their financial goals in a series of individual holistic coaching sessions.

[Student Loan Counseling Session](#) - Struggling with student loans? A Financial Services Specialist can help you walk through your budget and review repayment options.

[Financial Stress Test](#) - Use this quick tool to measure your financial stress level and get tips for decreasing it.

### Online Submission

Get personalized advice on your financial situation by completing and submitting an interactive online budget.

Call 614-552-2222, or visit [www.apprisen.com](http://www.apprisen.com) for more information.

## 2-1-1 Resource Database March 2018 Updates

2-1-1 Online  
Resource  
Directory

New Agencies	1	Formal Agency Updates	68
New Sites	6	Formal Site Updates	222
New Services	36	Formal Service Updates	191

Next month's report will feature Summer Programs! (if we have the correct info) If your agency provides a service through the summer time and you would like to have us refer callers, please make sure we receive the new or updated information as soon as possible. There are a couple of ways to do this:

1- Login to your Agency information through the Online Resource Directory, using the Service Provider Tools button at the bottom of the page and make any changes needed. Use the same login/password as used for Web Survey updates)

2- Email the information (flyer/brochure, etc.) to Lyn at the email address listed at the bottom of this page.

*Thanks to everyone for helping to keep the 211 database as current as possible!*

Type of Call Received	Knox	Licking	Other Counties	Total
Information & Referral	143	573	1086	<b>1802</b>
Crisis	35	166	49	<b>250</b>
Disaster Recovery	0	0	0	<b>0</b>
Recovery/Warm Line	65	193	1	<b>259</b>
After Hours Answering Services	74	109	92	<b>275</b>
Suicide	3	14	3	<b>20</b>
Suicide Follow-Ups	5	1	1	<b>7</b>

2-1-1 Crisis Hotline & Information Center



Administrative Offices:  
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[www.211pathways.org](http://www.211pathways.org)

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United Way  
of Licking County



Mental Health & Recovery  
for Licking and Knox Counties



United Way  
of Knox County

For questions regarding the 2-1-1 database, please contact Lyn Romano, 2-1-1 Database Administrator at: [lromano@pathwaysco.org](mailto:lromano@pathwaysco.org) or call 740-345-6166 x200