

| Top Services Requested – Licking County |     |
|---|-----|
| Health Care                             | 200 |
| Mental Health/Addictions                | 178 |
| Individual, Family & Community Support  | 164 |
| Income Support Assistance               | 127 |
| Legal, Consumer & Public Safety         | 108 |
| Housing Services                        | 79  |
| Food/Meals                              | 61  |
| Utility Assistance                      | 28  |
| Clothing/Personal/Household Needs       | 22  |

| Top Services Requested – Knox County     |     |
|--|-----|
| Mental Health/Addictions                 | 106 |
| Individual, Family & Community Support   | 102 |
| Legal, Consumer & Public Safety Services | 63  |
| Health Care                              | 50  |
| Housing                                  | 18  |
| Other Government/Economic Services       | 12  |
| Utility Assistance                       | 12  |
| Income Support Assistance                | 10  |
| Food/Meals                               | 9   |

|   | Jun 17      | Jul 17      | Aug 17      | Sep 17      | Oct 17      | Nov 17      | Dec 17      | Jan 18      | Feb 18      | Mar 18      | Apr 18      | May 18      | Jun 18      |
|---|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| <b>Total Calls:</b><br><i>Includes Follow-ups</i> | <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> | <u>2067</u> | <u>2156</u> | <u>2159</u> |
| <b>Knox</b>                                       | <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>  | <u>313</u>  | <u>328</u>  | <u>315</u>  |
| <b>Licking</b>                                    | <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> | <u>840</u>  | <u>863</u>  | <u>864</u>  |
| <b>Other Counties</b>                             | <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> | <u>932</u>  | <u>965</u>  | <u>980</u>  |

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



**Top Searches by City**

|               |                          |      |
|---------------|--------------------------|------|
| Mount Vernon  | <b>Unique Visitors</b>   | 1061 |
| Newark        | <b>Total Site Visits</b> | 2177 |
| Heath         | <b>Total Searches</b>    | 1702 |
| Fredericktown |                          |      |
| Pataskala     |                          |      |

**Top Searches by Service**

- Assistive Technology Equipment Loan
- Reckless Driving Reporting
- Mammograms
- Rent Payment Assistance

**Top Searches by Agency**

- Food Pantry Network of Licking County
- Ohio State Highway Patrol
- Knox County Department of Job/Family Services
- American Red Cross
- Salvation Army of Licking County

**Top Unmet Needs**

- Medical Care Expense Assistance
- Health/Disability Related Support Groups
- Summer Food Service Programs
- At Risk/Homeless Related Assistance Programs

Licking County residents in need of extractions or other urgent dental procedures can get the help they need at the **Look Up Center Dental Clinic**, a facility for low-income adults that is completely staffed by volunteers. They will also serve a limited number of individuals from Knox County.



If you have urgent dental needs (pain, swelling, infection), Look Up Dental may be able to help. Please call Pathways at 740-345-4357 or simply dial 211 for screening and scheduling.

The NEW **Knox Community Health Center** offers preventive and primary care to for men, women and children of all ages, including those who have no insurance, are under-insured or have insurance. Services include medical, dental, addiction treatment, mental health counseling, as well as women's health, well child visits, exams for work, school and sports MEDICAID Patients welcomed. Out-of-pocket expenses can be reduced depending on income and family size. Costs are significantly lower than going to ER or urgent care. Travel vouchers available to those without transportation; Walk-ins accepted. Regardless of payer source, **NO ONE IS TURNED AWAY FOR SERVICES**. The Health Center is located inside the Knox County Health Department at 11660 Upper Gilchrist Road in Mount Vernon.  
 Hours: Mon-Fri 8am-4:30pm with late clinic hours of 9:15am-6pm the third Tuesday of each month.  
 To schedule an appointment, please call 740-399-8008.



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

| Top Agency/Service Referrals                         | Licking | Top Agency/Service Referrals                    | Knox |
|--|---------|---|------|
| Saint Vincent de Paul Center – General Dispatch      | 100     | BHP – Crisis Intervention                       | 43   |
| Licking Cty Coalition of Care – Financial Assistance | 99      | Mount Vernon PD – Municipal Police              | 36   |
| Licking Memorial Hospital – ER                       | 68      | Knox Community Hospital – Emergency Room        | 27   |
| Look Up Center – Dental Clinic                       | 65      | Kno-Ho-Co CAC – Utility Bill Payment Assistance | 9    |
| City of Newark Division of Police – Municipal Police | 64      | Saint Vincent de Paul – Financial Assistance    | 8    |
| Salvation Army – Emergency Shelter/Housing           | 27      | Village of Centerburg Police – Municipal Police | 7    |
| Food Pantry Network – Food Pantries                  | 27      | Main Place – Mental Health Drop-In Center       | 6    |
| Licking County JFS – Public Assistance - Medicaid    | 19      | Knox County Sheriff’s Office - Sheriff          | 6    |



## National Opioid Texting Program

Each year, the opioid crisis continues to worsen as drug-related deaths continue to rise at an alarming rate. For that reason, Pathways of Central Ohio has joined a new national texting platform to connect area residents with resources and information on opioids. Pathways is one of two 2-1-1s in Ohio that is offering this feature.

This tool is available to residents of Licking, Knox, Muskingum, Perry, Morgan and Washington Counties. Individuals can get a variety of information on opioids by taking the following steps.

First, text “Opioid” to 898211. A prompt will request your zip code but you will be able to remain anonymous.

The next text received will offer the following options:

1. General information on opioid use;
2. Resources for a person concerned about someone using opioids;
3. Resources for someone addicted to opioids; or,
4. Information for professionals and service providers.

Within a few minutes, the information or referral that was requested will be received. Follow up texts will be sent at varying intervals over the next 130 days to provide ongoing support. The option to opt out is offered at each step.

This platform also allows for multiple spellings of opioid, so spelling isn’t a barrier to assistance. Additionally, the option to dial 2-1-1 at any time to speak directly to a 2-1-1 specialist is available.

Unfortunately, there is still stigma around substance use disorder even though most people are affected by it either directly or indirectly. Stigma prohibits people from reaching out for help and pushes them further away from a path to successful recovery. The texting capability through 2-1-1 offers individuals a safe and anonymous way to seek guidance on recovery options.



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

2-1-1 Online Resource Directory

|              |    |                        |     |
|--------------|----|------------------------|-----|
| New Agencies | 3  | Formal Agency Updates  | 71  |
| New Sites    | 3  | Formal Site Updates    | 152 |
| New Services | 62 | Formal Service Updates | 167 |

### Important Reminder:

When your agency refers clients to 2-1-1, please make sure that you are telling them to *call* 2-1-1 and not the main office number for Pathways of Central Ohio. Callers can get frustrated when they’re told to call Pathways and then we in turn, have to then tell them to call 2-1-1.



Just remember that Pathways is the business office for 2-1-1, but we are not the actual call center.

Thank you for your cooperation!

| Type of Call Received          | Knox | Licking | Other Counties | Total       |
|--------------------------------|------|---------|----------------|-------------|
| Information & Referral         | 137  | 514     | 819            | <b>1470</b> |
| Crisis                         | 43   | 148     | 65             | <b>256</b>  |
| Disaster Recovery              | 0    | 0       | 0              | <b>0</b>    |
| Recovery/Warm Line             | 78   | 121     | 0              | <b>199</b>  |
| After Hours Answering Services | 57   | 81      | 96             | <b>234</b>  |
| Suicide                        | 6    | 7       | 7              | <b>20</b>   |
| Suicide Follow-Ups             | 3    | 7       | 6              | <b>16</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)

