

August 2018

Top Services Requested – Licking County

Health Care	198
Mental Health/Addictions	178
Individual, Family & Community Support	164
Income Support Assistance	122
Legal, Consumer & Public Safety	112
Food/Meals	85
Housing	74
Clothing/Personal/Household Needs	30
Education	29

Top Services Requested – Knox County

Mental Health/Addictions	87
Individual, Family & Community Support	71
Legal, Consumer & Public Safety Services	57
Health Care	50
Housing	29
Income Support Assistance	23
Food /Meals	14
Utility Assistance	11
Information Services	7

	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18
Total Calls: <small>Includes Follow-ups</small>	<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>	<u>2437</u>	<u>2349</u>
Knox	<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>	<u>362</u>	<u>328</u>
Licking	<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>	<u>991</u>	<u>935</u>
Other Counties	<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>	<u>1084</u>	<u>1086</u>

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



Top Searches by City

Mount Vernon	Unique Visitors	2086
Newark	Total Site Visits	4201
Pataskala	Total Searches	3535
Buckeye Lake		
Johnstown		

Top Searches by Service

- Free School Supplies
- Assistive Technology Equipment Loan
- Mammograms
- Reckless Driving Reporting

Top Searches by Agency

- Free School Supply Programs - Licking
- Free School Supply Programs - Knox
- Food Pantry Network of Licking County
- Ohio State Highway Patrol

Top Unmet Needs

- Medical Care Expense Assistance
- Health/Disability Related Support Groups
- Diapers
- Disability Related Center Based Employment

Want to Volunteer or Need a Volunteer?

The 2-1-1 Online Resource Database includes listings for volunteer opportunities in our communities. However, most people don't think of it as a resource for volunteer opportunities.

To remedy that, Pathways is promoting the 2-1-1/Crisis Hotline and the Online Resource Database as the way to get connected to over 150 volunteer opportunities in Licking and Knox Counties.

If you are searching for a place to serve, go to the **Online Resource Directory**. Enter your location and demographics and type "Volunteer Opportunities" in the "Search by Service Keyword" box. Next, you will see a list of different types of opportunities. Click on one and if an organization in your community needs volunteers for that service, it will be listed. Click on "Show Details" next to the words "Volunteer Opportunities" to see specifics on what the organization needs. Contact information for each organization is also listed. Simply give them a call!

In addition, we are encouraging all organizations to make sure their volunteer listings are up to date. If your opportunities are not listed in the database, or you need to update your listing, click here to go to the **Online Resource Directory**. Scroll down and click **Service Provider Tools** and follow the instructions.

As always, don't forget to check your email for the 2-1-1 Web Survey Update Request (it may go to your Junk or Spam folder). These update requests are sent out annually to agencies that have given Pathways a current email address.

****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	93	Mount Vernon PD – Municipal Police	36
Look Up Center – Dental Clinic	81	BHP – Crisis Intervention	32
Licking Cty Coalition of Care – Financial Assistance	81	Knox County JFS – Public Assistance/Medicaid	15
City of Newark Division of Police – Municipal Police	64	New Directions – Domestic Violence Shelter	14
Licking Memorial Hospital – ER	49	Knox Community Hospital – Emergency Room	14
Food Pantry Network – Food Pantries	48	Interchurch SS – Financial Assistance	14
Licking County BDD – On-Call	26	Kno-Ho-Co CAC – Homeless Shelter	12
Licking Cty Coalition/Housing – Transition Housing	25	Saint Vincent de Paul Church – SVdP Society	11

HELP WANTED!

Have you ever thought about being an Information and Referral Specialist?

Do you know someone who may be interested?

Pathways is always on the lookout for qualified individuals to work in our call center. It is a great way to earn extra money while learning about community resources and gaining crisis response skills. It is a great position for a college student wanting to get experience in the social work field or a retired person wanting to stay involved in a helping profession. It is also a chance to help those in need every day with every shift.

QUALIFICATIONS:

- * Minimum Associate's degree in Human Services or related field preferred. Will consider applicants with one year complete in pursuit of degree in Human Services or related field
- * Computer literacy required
- * Ability to work independently
- * Ability to work effectively as part of a team
- * Ability to communicate well both verbally and in writing
- * Ability to work varied hours
- * Ability to remain calm in stressful situations
- * Ability to multi-task

RESPONSIBILITIES:

The Information and Referral Specialist's primary responsibilities involve referring callers to local resources and helping callers through crisis situations. The Information and Referral Specialists also follow-up with callers in vulnerable or dangerous situations, advocate for callers in need of services, provide disaster response services, and maintain confidentiality of callers. The Information and Referral Specialist enters data and searches for resources in a web-based data base.

Submit resume and letter of interest to:
Walt Zang, 2-1-1 Program Director,
Pathways of Central Ohio
1627 Bryn Mawr Dr., Newark, OH 43055
or Fax to 740-345-6166
or by Email to mail@pathwaysco.org
No phone calls or walk-ins, please.



2-1-1 Resource Database August 2018 Updates

2-1-1 Online
Resource
Directory

New Agencies	0	Formal Agency Updates	142
New Sites	14	Formal Site Updates	267
New Services	72	Formal Service Updates	463

As summer winds down, it's time to start working on fall/ winter programs updates. If your agency offers any type of seasonal program, we'd love to hear from you! You may update your services online by clicking the 211 Online Resource Directory icon above, emailing lromano@pathwaysco.org or faxing the information to us at 740-349-9894. We will also be placing calls to those that provided a service last year for new details.

Without your help in providing current details on your programs, we couldn't provide referrals to as many families for help. *Thank you*, to each and every agency taking the time to keeping us updated so we are able to provide the most accurate, reliable information to callers.

Type of Call Received	Knox	Licking	Other Counties	Total
Information & Referral	167	561	928	1656
Crisis	37	178	61	276
Disaster Recovery	6	0	0	6
Recovery/Warm Line	44	125	0	169
After Hours Answering Services	74	71	97	242
Suicide	3	10	10	23
Suicide Follow-Ups	0	5	5	10

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

mail@pathwaysco.org

