

211 Community Report

June 2022

The 2-1-1 Community Monthly Report provides statistics regarding requests received, referrals, and data on unmet needs in Licking and Knox Counties. New or important agency information and/or highlights of special programs and services available in Licking and Knox Counties are included.

If you have questions about this report or would like to suggest a program for us to highlight, please contact Lyn Romano at lromano@pathwaysco.org or 740-345-6166 x200.



There are 3 ways to contact us for free, confidential assistance:

CALL 2-1-1, 345-HELP,
1-800-544-1601

TEXT your zip code to 898211

VISIT 211pathways.org





Beginning July 16, 2022, 988 will be the new three-digit dialing code connecting people to the existing National Suicide Prevention Lifeline, where compassionate, accessible care and support is available for anyone experiencing mental health-related distress—whether that is thoughts of suicide, mental health or substance use crisis, or any other kind of emotional distress. People can also dial 988 if they are worried about a loved one who may need crisis support.

Moving to 988 does not mean the 1-800-273-8255 number goes away. After July 16, 2022, using either number will get people to the same services. In the end, 988 is an easier-to-remember way to access a strengthened and expanded network of crisis call centers.

Pathways is the 988 center for Knox and Licking Counties. We will also continue to be the 211/Crisis Hotline for both counties.

We welcome “test” calls. As one caller said over the weekend, “I saw the 988 story on the Today show. I listened to the reporter and they said If you are thinking about calling, you probably should.” The caller was not suicidal, but said sometimes he wonders about suicide. A staff member listened to his concerns, made referrals to local resources and invited him to call back if he was ever in crisis.

Knox and Licking County Call Totals for the Past 12 Months

	Jun 21	Jul 21	Aug 21	Sep 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22
Total Calls w/Follow Ups	950	940	994	1144	1066	1009	1038	1253	1106	960	987	1009	1025
Knox	251	222	246	305	275	233	227	246	298	203	199	233	251
Licking	699	718	748	839	791	776	811	1007	808	757	788	813	774

Both Knox and Licking Counties receive calls for the same types of services and agencies. The statistics below show the numbers of requested services and referrals given based on call data for your individual communities.

Licking County Top Agencies - JUNE	
SAINT VINCENT DE PAUL CENTER	70
SALVATION ARMY OF LICKING COUNTY	51
LICKING COUNTY COALITION FOR HOUSING	50
LICKING COUNTY COALITION OF CARE	49
LOOK UP CENTER	41
LEADS COMMUNITY ACTION AGENCY	40
SAINT FRANCES DE SALES CATHOLIC CHURCH	37
FOOD PANTRY NETWORK OF LICKING COUNTY	35

Knox County Top Agencies - JUNE	
NEW DIRECTIONS SHELTER	28
KNOX COUNTY JOB/FAMILY SERVICES	18
KNO-HO-CO-ASHLAND COMMUNITY ACTION	12
KNOX COMMUNITY HOSPITAL	9
SAINT VINCENT DE PAUL SOCIETY	9
CITY OF MOUNT VERNON POLICE DEPARTMENT	8
SALVATION ARMY OF MOUNT VERNON	7
KNOX METROPOLITAN HOSUING AUTHORITY	6

Licking County Top Services - JUNE	
Mental Health/Substance Use Disorders	125
Housing	107
Individual, Family and Community Support	104
Health Care	88
Income Support/Assistance	83
Legal, Consumer and Public Safety Services	69
Food/Meals	53
Information Services	38

Knox County Top Services - JUNE	
Mental HealthSubstance Use Disorders	80
Individual, Family and Community Support	35
Food/Meals	26
Legal, Consumer and Public Safety Services	26
Housing	22
Health Care	18
Information Services	14
Income Support/Assistance	12



June Unmet Needs from Call Statistics

Licking County
 Automobile Purchase Loans
 Gas Money

Knox County
 Birth Certificate Fee Payment Assistance

Online Resource Directory Statistics June - ALL Counties

Unique Visitors ... 1032
 Total Site Visits ... 1510
 Total Searches ... 1863

Online Resource Directory Helpful Search Hints

Guided Search:

Search using Guided Search when you are uncertain of the service term. Services are grouped by categories to assist you in finding the particular



Online Resource Directory Statistics June - Licking and Knox Counties

Top Searches by City

Newark
 Mount Vernon
 Pataskala

service need. Click the to see a definition of the service terms you find.

Service Keyword:

Search using Service Keyword when you know one of the words in a service term. For example, searching with the words rent will help you find the service term rent payment assistance.

Agency/Program Name:

Search using Agency/Program Name when you know one of the words in a service provider name or program name. For example, search with the words red and cross to find American Red Cross locations and see what services are offered.

Not finding what you want? You may view a list of all services ([here](#)) and view definitions of the services by clicking the beside each term. Click the ? to see a definition of the service terms you find.

Johnstown
Heath
Fredericktown

Top Searches by Service

Fresh Food
General Clothing Provision
Assistive Technology Equipment
Low Income/Subsidized Rental
Housing Expense Assistance
Mobile Food Pantry Programs

Top Searches by Agency

Food Pantry Network of Licking County
Licking County Coalition for Housing
Ohio State Highway Patrol
Licking/Knox Goodwill industries
Free School Supplies 2022/23
Food Pantries - Knox County
Kno-Ho-Co-Ashland Community Action



The 2-1-1 /Crisis Hotline Program Director, Amy Henning, is available to answer questions and provide public awareness to your organization about the 2-1-1 / Crisis Hotline and the services provided.



[Amy Henning, MSSA, LSW | 740-345-6166](#)
ahenning@pathwaysco.org



The 2-1-1 /Crisis Hotline Certified Resource Database Curator, Lyn Romano, can assist agencies with questions about service and program listings in the Resource Database. Call or email her when you need assistance.

[Lyn Romano, CRS-DC | 740-345-6166](#)

The 2-1-1 /Crisis Hotline Resource Database Assistant, Andrea Rudin, works alongside our Database Curator to keep the service and program listings updated in the Resource Database. Call or email her when you need assistance.



[Andrea Rudin, Resource Assistant | arudin@pathwaysco.org](mailto:arudin@pathwaysco.org)



United Way of Licking County



United Way of Knox County



LICKING COUNTY FOUNDATION