

2-1-1 Crisis Hotline & Information Center Monthly Report
April 2013

- Total Monthly Incoming Calls 2332
- Follow Up Calls* 289
- Total Calls 2621

**Follow-up calls are made to clients who have given permission during their original call, for our staff to follow-up with them to see how they are doing, if referrals worked out, etc.*

Top Services Requested for April 2013	
Information Services	1130
Mental Health/Addictions	889
Health Care	513
Individual, Family & Community Support	505
Income Support/Assistance	495
Housing/Utilities	238
Legal, Consumer & Public Safety Services	188
Food/Meals	120



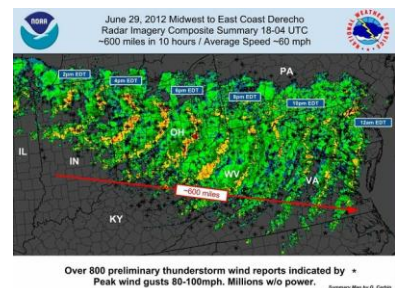
The 2-1-1 Crisis Hotline & Information Center provides free, confidential, 24 hour, 7 days a week service to assist callers in getting the help they need when they don't know where else to turn. We provide information and referral for many types of services including, but not limited to:

- Food Pantries
- Financial Assistance
- Hot Meal programs
- Public Assistance programs
- Housing and Shelter
- Disaster Services
- Educational programs
- Volunteer opportunities
- Local, State and Federal Government Services

The 2-1-1 Crisis Hotline & Information Center also contracts with several local agencies to provide Answering Services for after hours calls and emergencies.

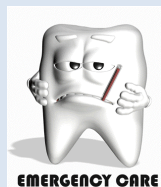
	Apr 12	May 12	Jun 12*	Jul 12*	Aug 12	Sep 12	Oct 12	Nov 12	Dec 12	Jan 13	Feb 13	Mar 13	Apr 13
Total Calls: Incl. Follow-ups	3166	2999	3311	4376	3293	3204	3303	2923	2701	2732	2420	2547	2332
Knox	415	384	437	703	508	510	451	381	324	392	323	293	276
Licking	2565	2413	2675	3474	2551	2508	2635	2351	2174	2164	1932	2068	2163
Other Counties	112	202	199	199	234	186	217	191	203	176	165	186	182

*The larger numbers in these 2 months were due to the Derecho Storm that hit Ohio on June 29, 2012. Our 211 was the local resource center for storm victims looking for assistance. We worked with Licking County Emergency Management, the American Red Cross, the Salvation Army and many other local agencies to provide current information and resources for everything from basic needs such as food and water, callers looking for generators, and others simply needing a place to cool off while crews worked to restore power to thousands of Knox and Licking residents. Pathways of Central Ohio also served as a Red Cross Cooling Center in the aftermath of the storm.



Top Agency Referrals for April 2013	
Behavioral Healthcare Partners	267
Church of the Blessed Sacrament	208
Licking County Dept. of Job/Family Services	205
Licking County Coalition of Care	190
Licking Memorial Health Systems	119
Salvation Army of Licking County	88
Food Pantry Network of Licking County	70
LEADS Incorporated	69
City of Newark Division of Police	60
Licking County Coalition for Housing	48
Southeastern Ohio Legal Services	34

Anyone needing emergency dental care in Licking County can call 2-1-1 to be screened for an appointment with the Look-Up Dental Clinic. The call center specialist works with the caller to determine if they meet the criteria for emergency treatment and then collect all necessary information and schedule an appointment.



Total Dental Health calls for April 2013 - 316

VOLUNTEER OPPORTUNITIES!

Are your organization's volunteer opportunities listed in our 2-1-1 Database?

In April we had:

- 8 – callers looking for places to serve
- 9 – callers asking where to donate specific items



Call us with information about volunteer opportunities at your agency, or to see what's available in our community!

2-1-1 Crisis Hotline & Information Center is a program of



Administrative Offices:
 1627 Bryn Mawr Drive
 Newark, Ohio 43055
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Resource Database



Update information

for April 2013

In our 211 database, there are 740+ agencies, 1263+ programs, and 2766+ services to be updated each year, so we rely on your agency or organization responses to provide us with the most current information possible to keep our database up-to-date. New agencies and services are also added each month. Updating these resources play a critical role in the integrity of the information we give out to callers.

This is accomplished by web survey requests via email, online research, fax, mail, and phone calls to agencies and organizations.

Formal updates completed – 73

Site updates completed – 89

Service updates completed - 161

New Agencies added – 3

- **1ST Response - Newark**
 - Provides thorough cleaning services after disastrous events such as crime, trauma, homicide and suicide
- **Science Play-Space Initiative – Mt. Vernon**
 - Offers a play space with a focus on science and technology for children/families
- **What is Truth Ministry - Newark**
 - Provides transportation services for residents trying to get back on their feet, who don't have or can't afford reliable transportation

Any time you have a question about the updating process, if you are aware of a new service, or have an update for your services, please contact our Resource Database Administrator, Lyn, by email at lromano@pathwaysco.org or by dialing 345-6166 ext 200.

Type of Call Received	
Information & Referral	1214
Crisis	588
Recovery/Warm Line	338
After Hours Answering Services	192
Suicide	84

