

**2-1-1 Crisis Hotline & Information Center Monthly Report
 May 2013**

- Total Incoming Calls 2206
- Follow Up Calls* 244
- Total Calls 2450

**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 May 2013	
Information Services	1075
Mental Health/Addictions	900
Individual, Family & Community Support	549
Income Support/Assistance	418
Health Care	389
Housing/Utilities	252
Legal, Consumer & Public Safety Services	185
Food/Meals	117



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
- Transportation
- 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, and schedules appointments for the Look Up Dental Clinic.

	May 12	Jun 12	Jul 12	Aug 12	Sep 12	Oct 12	Nov 12	Dec 12	Jan 13	Feb 13	Mar 13	Apr 13	May 13
Total Calls:	2999	3311	4376	3293	3204	3303	2923	2701	2732	2420	2547	2332	2450
Incl. Follow-ups	384	437	703	508	510	451	381	324	392	323	293	276	283
Knox	2413	2675	3474	2551	2508	2635	2351	2174	2164	1932	2068	2163	1478
Licking Other Counties	202	199	199	234	186	217	191	203	176	165	186	182	175

Households, schools and businesses should have a plan for severe weather situations, including rain, strong winds and possible tornadoes. The Red Cross recommends that individuals and families do the following to prepare:

Items that could be carried away by high winds should be removed before storms.

- Make a home disaster plan
- Create an emergency preparedness kit
- Heed storm warnings
- Prepare for high winds.


Red Cross officials said that family members should pick a spot in a home to gather during severe weather. The location should be away from windows and glass doors. The preparedness kit should have essential medications, canned foods, a can opener, bottled water, flashlights, a battery powered radio and extra batteries, according to the Red Cross.



Go to <http://www.redcross.org/prepare/mobile-apps> to download the Red Cross Mobile app!

Top Agency Referrals for May 2013	Licking
Licking County Coalition of Care	182
Saint Vincent DePaul Society	177
Behavioral Healthcare Partners	161
Licking County Dept. of Job/Family Services	144
Newark LEADS Paul Marsh Service Center	83
Licking County Coalition for Housing	68
Licking Memorial Hospital Emergency Dept.	68
Newark Police Division	53

Top Agency Referrals for May 2013	Knox
Behavioral Healthcare Partners	37
Knox County Dept. of Job/Family Services	29
Interchurch Social Services	18
Mount Vernon Police Department	15
Salvation Army of Mount Vernon	14
Mount Vernon Police Department	14
New Directions Domestic Violence Shelter	12
Knox Metropolitan Housing Authority	10




Updated Transportation Policy

GAS CARD ASSISTANCE is available to individuals who receive a new job or need help getting to medical appointments.

BASIC ELIGIBILITY REQUIREMENTS: Requests for assistance must be made 24 hours in advance of starting the new job or going to the medical appointment. Individuals must have a valid photo ID, Social Security Card, car insurance (alternative drivers are permitted), and written verification of new job or medical appointment. Contact the Licking County Coalition of Care for information at 740-670-9700.

Resource Database Update information for May 2013



In our 2-1-1 database, there are 740+ agencies, 1260+ programs, and 2765+ 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 plays 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.

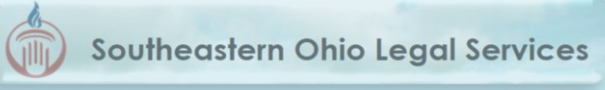
Formal updates completed – 48
Site updates completed – 107
Service updates completed - 79

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.

MHR and United Way Partner Agencies are updated twice per year. Please watch for the Web Survey Request in your email (check your Junk Mail folder, too).

Did you know that **Southeastern Ohio Legal Services** provides legal help - without attorney fees - to persons with low income, limited savings and assets? They can also serve organizations of low-income people. We referred 31 callers to SEOLS last month!

May referrals:
 Knox County – 5
 Licking County – 26



Call SEOLS at 740-345-0850 for more information.

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



Administrative Offices:
 1627 Bryn Mawr Drive
 Newark, Ohio 43055
 Phone: 740-345-6166 • Fax: 740-349-9894
www.211pathways.org

Type of Call Received	Knox	Licking	Other Counties	Total
Information & Referral	115	852	161	1128
Crisis	69	402	11	482
Recovery/Warm Line	58	331	0	389
After Hours Answering Services	41	162	3	206
Suicide	11	32	2	45

