

- Total Incoming Calls 2170
- Follow Up Calls* 105
- Total Calls 2275

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

Top Services Requested - May 2014

Information Services	1158
Mental Health/Addictions	774
Income Support/Assistance	445
Individual, Family & Community Support	441
Health Care	372
Housing/Utilities	218
Legal, Consumer & Public Safety Services	187
Food/Meals	129

The staff at Pathways was deeply saddened to hear of the passing of Mary Hendrickson, Executive Director of New Directions Shelter. Our deepest condolences go out to her family, friends, and staff during this difficult time.



	May 13	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14
Total Calls: Includes Follow-ups	2450	2381	2808	2738	2652	2742	2584	2316	2613	2134	2232	2218	2275
Knox	315	340	455	411	503	562	462	462	464	354	338	368	390
Licking	1925	1879	2154	2158	1985	2010	1934	1712	1916	1610	1634	1644	1708
Other Counties	162	141	199	169	164	170	188	142	233	170	156	206	177

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

Top Searches by City

- 156 Newark
- 44 Mount Vernon
- 5 Centerburg



Top Searches by Service

- 96 Donation Drop Off Points
- 26 Food Pantries
- 18 Volunteer Opportunities
- 12 Rent Payment Assistance

Unique Visitors 524
Total Site Visits 709
Total Searches 847

Top Searches by Agency

- 17 LEADS Incorporated
- 13 Food Pantry Network
- 12 Interchurch Social Services
- 12 Mount Vernon City School District
- 8 Salvation Army of Mount Vernon

Top Unmet Needs

- Household Goods Vouchers
- Low Income/Subsidized Rental Housing
- General Furniture Provision
- Personal/Grooming Supplies

VOLUNTEER OPPORTUNITIES!

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

Pathways also encourages any organization listed in our 2-1-1 Online Resource Directory to update their volunteer needs on an ongoing basis. This helps Pathways connect volunteers with needed services in our community.

If you are looking for volunteer opportunities in your community, information is just a call or a click away. Many local organizations include volunteer needs in their listing in our resource database.

You can find out about these by dialing 2-1-1 or visiting our 2-1-1 Online Resource Directory at www.referweb.net/chic.



Top Agency Referrals for May 2014	Licking
Behavioral Healthcare Partners	200
Saint Vincent de Paul Center	188
Licking County Dept. of Job/Family Services	175
Licking County Coalition of Care	158
Licking Memorial Health Systems	103
Salvation Army of Licking County	91
Food Pantry Network of Licking County	89
Licking County Coalition for Housing	57

Top Agency Referrals for May 2014	Knox
Interchurch Social Services	60
Salvation Army of Mount Vernon	48
Behavioral Healthcare Partners	47
New Directions Domestic Violence Shelter	32
Kno-Ho-Co-Ashland Community Action	31
City of Mount Vernon Police Department	23
Knox County Dept. of Job/Family Services	23
Knox Community Hospital	22

Summer Lunch Programs for Children

Knox County:

Hiawatha Park - 112 Sychar Road - Mount Vernon
Riverside Park - 995 West High Street - Mount Vernon

For more information, contact Nancy Bevan at 740-397-7422 ext 5937.

Licking County:

Carson Elementary - 549 East Main Street - Newark
Neal Avenue UMC - 12 Neal Avenue - Newark
Ryan Braden Park - 121 South Third Street - Buckeye Lake
Salvation Army - 250 East Main Street - Newark
Shiloh Baptist Church - 383 Washington Street - Newark
YES Clubhouse - 39 North Fourth Street - Newark
YMCA - 470 West Church Street - Newark

For more information, contact Kaye Hartman at Salvation Army of Licking County 740-345-8120.

What is Information and Referral?

Information and Referral (I&R) is the art, science and practice of bringing people and services together.



I&R is an integral component of the overall health and human services sector.

- I&R organizations create and maintain databases of programs and services, and then disseminate that information through a variety of channels to individuals and communities. People in search of critical services such as financial assistance, food, shelter, child care, jobs, or mental health support often do not know where to begin.
- Without I&R, looking for help means scanning dozens of phone numbers and contacting a maze of agencies and services in the hope of making the right connection. With I&R, looking for help means a single phone call.
- I&R resource databases contain detailed descriptions of the programs and services provided by community, social, health and government organizations. The information is searchable using a variety of criteria and the programs are indexed according to a hierarchical classification system. The databases are maintained by trained Resource Specialists and may be published in directories and/or made available over the Internet.

- Most people receive I&R assistance via the telephone. Their needs may span the spectrum of human experience from prenatal planning to financial assistance for a funeral and all life moments, both major and minor, in between. People talk with trained, empathetic I&R Specialists who assess their needs in a non-threatening, non-judgmental and confidential manner, to help them understand their situations and make informed decisions about possible solutions. The I&R Specialist can, when necessary, assist people who are in crisis and emergency situations. I&R Specialists can also advocate on behalf of individuals who need additional support.

- I&R agencies may be independent nonprofits, libraries, faith-based organizations, or government agencies at every level. I&R may be the main service of an agency or a separate program within a multi-service organization. Some I&R agencies are comprehensive in nature, providing information about all human services within a geographic area; while other I&R agencies are specialized, providing in-depth information about resources for specific population groups such as older adults, children, victims of violence or people with mental health issue.

When individuals and families don't know where to turn, I&R is there for them.

Type of Call Received	Knox	Licking	Other Counties	Total
Information & Referral	201	878	168	1247
Crisis	125	338	5	468
Disaster Recovery				
Recovery/Warm Line	6	325	3	334
After Hours Answering Services	58	167	1	226
Suicide	60	34	1	95
Suicide Follow-Ups	50	22		72

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



United Way
of Licking County



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of Knox County