



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

• Total Incoming Calls	2052
• Follow Up Calls*	<u>329</u>
• Total Calls	2381

*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 June 2013

Information Services	1030
Mental Health/Addictions	750
Individual, Family & Community Support	439
Income Support/Assistance	430
Health Care	371
Housing/Utilities	225
Legal, Consumer & Public Safety Services	157
Food/Meals	103

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
- Mental Health Services
- Substance Abuse programs
- Problem Gambling resources
- Clothing and Household needs
- Parenting/Family supports

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.

	Jun 12	Jul 12	Aug 12	Sep 12	Oct 12	Nov 12	Dec 12	Jan 13	Feb 13	Mar 13	Apr 13	May 13	Jun 13
Total Calls: Incl. Follow-ups	3311	4376	3293	3204	3303	2923	2701	2732	2420	2547	2332	2450	2381
Knox	437	703	508	510	451	381	324	392	323	293	276	283	261
Licking	2675	3474	2551	2508	2635	2351	2174	2164	1932	2068	2163	1478	1646
Other Counties	199	199	234	186	217	191	203	176	165	186	182	175	145



HEAP Summer Crisis Programs (SCP) are emergency components of HEAP. Administered by the local delegate agencies, in most cases local Community Action Agencies, the programs assist low-income Ohioans to secure cooling assistance during the critical summer months. The Summer Crisis Program helps qualified households pay for summer cooling.

Summer Crisis applies to electric utilities only and is available from July 1 through August 31.

Contacts: Knox County – Kno-Ho-Co-Ashland Community Action Commission – 740-397-0378
Licking County – LEADS Community Action Commission – 740-349-8606

Top Agency Referrals for June 2013	Licking
Church of the Blessed Sacrament	184
Behavioral Healthcare Partners	171
Licking County Dept. of Job/Family Services	162
Licking County Coalition of Care	158
Licking Memorial Health Systems	74
Salvation Army of Licking County	63
Food Pantry Network of Licking County	62
Licking County Coalition for Housing	58

Top Agency Referrals for June 2013	Knox
Interchurch Social Services	41
Behavioral Healthcare Partners	35
Kno-Ho-Co-Ashland Community Action	34
Salvation Army of Mount Vernon	34
Knox County Dept. of Job/Family Services	33
New Directions Domestic Violence Shelter	18
Mount Vernon Police Department	15
Knox Community Hospital	15


Interchurch Social Services of Knox County ISS

Interchurch Social Services is an emergency needs provider that provides assistance to Knox County residents in time of need. Services provided include financial aid (rent, deposits, utility disconnects), food pantry, medical transportation and prescription assistance, and clothing assistance. Income guidelines do apply; all services are subject to availability.

Centerburg = 3
East Knox and Danville = 3
Fredericktown = 3
Mount Vernon = 34

July referrals: 41

2-1-1 Resource Database Information for June 2013



Information in the database is used to help 2-1-1 callers and website visitors to navigate the maze of social services. The inclusion/exclusion policy incorporates fair and open decision-making that serves the broadest needs of the community. Inclusion in the database does not constitute an endorsement of or liability for any agency, program or service. To view our Inclusion/Exclusion Policy, visit our website at 211pathways.com and scroll about halfway down the page to click the link.

Formal updates completed – 37
Site updates completed – 65
Service updates completed - 72

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).



America's Freedom Lodge, located in Frazeytsburg, is a faith-based, non-partisan, non-profit corporation whose purpose is to show appreciation to the men and women who have served in the U.S. military by providing a recreational facility designed to accommodate those who have sacrificed much and have been disabled or paralyzed. AFL hosts an annual fall archery hunt, along with a variety of other events for disabled and paralyzed veterans.

Learn more at: <http://americasfreedomlodge.org>

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

Type of Call Received	Knox	Licking	Other Counties	Total
Information & Referral	148	826	140	1114
Crisis	68	364	5	437
Recovery/Warm Line	3	290	0	293
After Hours Answering Services	42	166	0	208
Suicide	16	24	3	43
Suicide Follow-Ups	65	193	15	273

