

## 2-1-1 Crisis Hotline & Information Center Monthly Report June 2014

|                        |            |
|------------------------|------------|
| • Total Incoming Calls | 2207       |
| • Follow Up Calls*     | <u>114</u> |
| • Total Calls          | 2321       |

\*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 - June 2014       |      |
|--|------|
| Information Services                     | 1172 |
| Mental Health/Addictions                 | 830  |
| Individual, Family & Community Support   | 503  |
| Income Support/Assistance                | 392  |
| Health Care                              | 381  |
| Housing/Utilities                        | 219  |
| Legal, Consumer & Public Safety Services | 217  |
| Food/Meals                               | 146  |

• *The Salvation Army of Mount Vernon welcomes new Officers, Lieutenants Brandon and Adriana (Gigi) Gonzalez-Cottrell.*

• *New Addresses for:*



*Catholic Social Services*

*1035 Brice Street, Newark*

*Granville Senior Center*

*3825 Columbus Road, Granville*

|  | Jun 13 | Jul 13 | Aug 13 | Sep 13 | Oct 13 | Nov 13 | Dec 13 | Jan 14 | Feb 14 | Mar 14 | Apr 14 | June 14 | Jun 14 |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|--------|
| <b>Total Calls:</b><br>Includes Follow-ups | 2381   | 2808   | 2738   | 2652   | 2742   | 2584   | 2316   | 2613   | 2134   | 2232   | 2218   | 2275    | 2321   |
| <b>Knox</b>                                | 340    | 455    | 411    | 503    | 562    | 462    | 462    | 464    | 354    | 338    | 368    | 390     | 416    |
| <b>Licking</b>                             | 1879   | 2154   | 2158   | 1985   | 2010   | 1934   | 1712   | 1916   | 1610   | 1634   | 1644   | 1708    | 1704   |
| <b>Other Counties</b>                      | 141    | 199    | 169    | 164    | 170    | 188    | 142    | 233    | 170    | 156    | 206    | 177     | 201    |

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

#### Top Searches by City

|    |              |
|----|--------------|
| 72 | Mount Vernon |
| 52 | Newark       |
| 12 | Centerburg   |



|                   |     |
|-------------------|-----|
| Unique Visitors   | 524 |
| Total Site Visits | 709 |
| Total Searches    | 847 |

#### Top Searches by Service

|    |                              |
|----|------------------------------|
| 38 | Food Pantries                |
| 30 | Volunteer Opportunities      |
| 19 | Urgent Care Centers          |
| 15 | Summer Food Service Programs |

#### Top Searches by Agency

|    |                                   |
|----|-----------------------------------|
| 21 | Food Pantry Network               |
| 20 | Salvation Army of Mount Vernon    |
| 17 | LEADS Incorporated                |
| 15 | Interchurch Social Services       |
| 14 | Mount Vernon City School District |

#### Top Unmet Needs

|                                      |
|--------------------------------------|
| Low Income/Subsidized Rental Housing |
| Rental Deposit Assistance            |
| Baby Furniture                       |
| General Furniture Provision          |

### Free School Supply Programs

#### Knox:

Details are still being finalized.  
Please call 211 for information as it becomes available.



#### Licking:

Christ Evangelical Outreach Ministries 740-522-4505  
Must call for reservation between 9am-2pm Wed., July 23

Community Church of Newark 740-366-4220  
11am-2pm, Sat., August 9, walk-ins

Emmanuel Church of Etna 614-778-8998  
Call for dates and times

Newark Nazarene Church 740-344-2651  
10am-12pm Sat., August 9, walk-ins

Salvation Army of Licking County 740-345-8120  
Call for appointment between 9am-3pm, Fri., August 1

| Top Agency Referrals for June 2014          | Licking |
|---|---------|
| Saint Vincent de Paul Center                | 186     |
| Behavioral Healthcare Partners              | 164     |
| Licking County Coalition of Care            | 149     |
| Licking County Dept. of Job/Family Services | 133     |
| Licking Memorial Health Systems             | 121     |
| Salvation Army of Licking County            | 98      |
| Food Pantry Network of Licking County       | 84      |
| LEADS Incorporated                          | 58      |

| Top Agency Referrals for June 2014       | Knox |
|--|------|
| Behavioral Healthcare Partners           | 61   |
| Salvation Army of Mount Vernon           | 60   |
| Interchurch Social Services              | 53   |
| Kno-Ho-Co-Ashland Community Action       | 32   |
| City of Mount Vernon Police Department   | 30   |
| Knox County Dept. of Job/Family Services | 29   |
| New Directions Domestic Violence Shelter | 19   |
| Knox County Health Department            | 18   |

## 2-1-1 Resource Database Agency Updates June 2014

ABSOLUTE LOVE LEARNING CENTER  
 AMERICAN LEGION POST 85 AUXILIARY  
 AT&T  
 AUTUMN HEALTH CARE OF NEWARK  
 BIG BROTHERS BIG SISTERS OF LICKING & PERRY COUNTIES  
 CENTERS FOR DISEASE CONTROL AND PREVENTION  
 CENTURYLINK  
 CHILD ADVOCACY CENTER OF LICKING COUNTY  
 CITY OF NEWARK - GOVERNMENT OFFICES  
 CITY OF NEWARK FIRE DEPARTMENT  
 CLEFT PALATE FOUNDATION  
 CONSOLIDATED ELECTRIC COOPERATIVE  
 CONSUMER PRODUCT SAFETY COMMISSION  
 DANVILLE LOCAL SCHOOL DISTRICT  
 EXECUTIVE CARE  
 GAMBLERS ANONYMOUS INTERNATIONAL SERVICE OFFICE  
 GENESIS HEALTHCARE SYSTEM  
 GIRL SCOUTS OF OHIO'S HEARTLAND  
 HOPENOW  
 INTERNATIONAL OCD FOUNDATION  
 KIDS 'N KAMP  
 KNOX COUNTY 4-H CENTER  
 LANGUAGE LINE SERVICES  
 LICKING COUNTY HOMELAND SECURITY & EMERGENCY MGMNT  
 LOOK UP MINISTRIES  
 MAIN PLACE - LICKING  
 MODEST NEEDS FOUNDATION

*continued...*

NATIONAL ADOPTION CENTER  
 NATIONAL ASSOCIATION FOR CHILDREN OF ALCOHOLICS  
 NATIONAL CENTER FOR LAW AND ECONOMIC JUSTICE  
 NATIONAL INSTITUTE ON ALCOHOL ABUSE AND ALCOHOLISM  
 NATIONAL LIBRARY OF MEDICINE  
 NEAL AVENUE UNITED METHODIST CHURCH  
 NEWARK/GRANVILLE PSYCHOLOGICAL & COUNSELING SERVICES  
 OHIO DOMESTIC VIOLENCE NETWORK  
 OHIO EASTERN STAR HOME  
 OHIO PSYCHOLOGICAL ASSOCIATION  
 OHIO STATE UNIVERSITY WEXNER MEDICAL CENTER  
 SCIENCE PLAY-SPACE INITIATIVE  
 SPRING HILLS BAPTIST CHURCH  
 WHAT IS TRUTH MINISTRY

Be sure to watch your email for a Web Survey Request so we can continue to provide, accurate, up-to-date information for all of the services your agency provides!

*For questions regarding the 2-1-1 database, please contact:  
 Lyn Romano, 2-1-1 Database Administrator at  
 lromano@pathwaysco.org or  
 call 740-345-6166 x200*

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

| Type of Call Received          | Knox | Licking | Other Counties | Total       |
|--------------------------------|------|---------|----------------|-------------|
| Information & Referral         | 252  | 830     | 164            | <b>1246</b> |
| Crisis                         | 96   | 348     | 35             | <b>479</b>  |
| Disaster Recovery              |      |         |                |             |
| Recovery/Warm Line             | 8    | 365     | 2              | <b>375</b>  |
| After Hours Answering Services | 60   | 161     |                | <b>221</b>  |
| Suicide                        | 9    | 16      | 5              | <b>30</b>   |
| Suicide Follow-Ups             | 38   | 57      | 19             | <b>114</b>  |



If your agency is in need of 2-1-1 Marketing materials, please visit [www.211pathways.org](http://www.211pathways.org) or call us at 740-345-6166.