



2-1-1 Crisis Hotline & Information Center Monthly Report July 2014

- Total Incoming Calls 2284
- Follow Up Calls* 108
- Total Calls 2392

*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 - July 2014

Information Services	1262
Mental Health/Addictions	883
Individual, Family & Community Support	468
Income Support/Assistance	422
Health Care	399
Housing/Utilities	235
Legal, Consumer & Public Safety Services	219
Food/Meals	151

2-1-1/Crisis Hotline Expands Service Area

On July 1, 2014, the Pathways' 2-1-1/Crisis Hotline began answering calls to the Mansfield/Richland County 2-1-1 after hours as well as providing after-hours answering services for the Winter Sanctuary in Mount Vernon. The 2-1-1/Crisis Hotline will also be the new provider of 2-1-1 services to Muskingum, Perry and Morgan Counties later this fall. Pathways is proud of these new partnerships.

	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	June 14	Jun 14	Jul 14
Total Calls: Includes Follow-ups	2808	2738	2652	2742	2584	2316	2613	2134	2232	2218	2275	2321	2392
Knox	455	411	503	562	462	462	464	354	338	368	390	416	384
Licking	2154	2158	1985	2010	1934	1712	1916	1610	1634	1644	1708	1704	1783
Other Counties	199	169	164	170	188	142	233	170	156	206	177	201	225

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

Top Searches by City

- 122 Newark
- 59 Mount Vernon
- 45 Pataskala



Top Searches by Service

- 141 Free School Supplies
- 55 Food Pantries
- 19 General Clothing Provision
- 18 Volunteer Opportunities
- 15 Community Meals
- 14 Summer Food Service Programs

Unique Visitors 364
Total Site Visits 650
Total Searches 783

Top Searches by Agency

- 100 Food Pantry Network
- 53 Salvation Army of Licking County
- 32 Newark Church of the Nazarene
- 30 Community Church of Newark
- 19 Mount Vernon City School District
- 18 Christ Evangelical Lutheran Church

Top Unmet Needs

- Household Goods Vouchers
- Community Gardening
- Taxi Services



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Food Pantry Network FREE Produce Markets

Tuesdays:

9am-11am at LCAP Heritage Hall, 1058 East Main Street
1pm-2:30pm at Shiloh Baptist, 383 Washington Street

Wednesday:

9:30am-11am at Kirkersville UMC, 108 East Main Street

Thursdays:

9:30am-11am at Alexandria UMC, 72 Church Street
1pm-2:30pm at Johnstown UMC, 173 S. Main St.reet

Friday:

9am-11am at Newark Freewill Baptist, 37 Westmoor Avenue

Call The Food Pantry Network for more information at 344-7401.

Top Agency Referrals for July 2014	Licking
Look Up Ministries	191
Saint Vincent de Paul Center	188
Behavioral Healthcare Partners	162
Licking County Coalition of Care	158
Licking County Dept. of Job/Family Services	156
Food Pantry Network of Licking County	126
Salvation Army of Licking County	115
Licking Memorial Health Systems	113

Top Agency Referrals for July 2014	Knox
Interchurch Social Services	52
Salvation Army of Mount Vernon	41
Behavioral Healthcare Partners	37
Kno-Ho-Co-Ashland Community Action	33
Knox County Dept. of Job/Family Services	32
City of Mount Vernon Police Department	27
New Directions Domestic Violence Shelter	21
Knox Community Hospital	17

Back to School Immunizations

The following immunizations are required for the 2014-2015 school year:

- **Kindergarten:** the full series of Dtap (diphtheria/tetanus/pertussis) and MMR (measles/mumps/rubella), polio, chickenpox, hepatitis B and varicella
- **7th Grade:** all vaccines required for kindergarten, plus Tdap (tetanus/diphtheria/pertussis). In addition, HPV and meningitis are recommended.
- **College:** Check with school officials to see what is required; HPV, hepatitis B and meningitis are recommended.

Knox County Health Department offers all childhood immunizations by appointment, Monday, Tuesday and Friday, 8am–4pm. Immunizations will also be available by appointment on Aug. 13 and 14 from 8am-12pm. For an appointment, call 740-399-8009.

Licking County Health Department offers childhood immunizations by appointment, Mondays 2pm-4pm; Tuesdays 1:30pm-3:30pm and 4:30pm-6:30pm; Wednesdays 2pm-4pm; Thursdays 10am-11:30am and 1pm-3:30pm. Call 740-349-6535 for appointment.

Immunization clinics are also held in Buckeye Lake, Pataskala, and Johnstown on 1st, 3rd, and 4th Wednesday respectively of each month. Hours for these clinics are 9am-11:30am and 1pm-4pm. Call 740-349-6535 for more information.

2-1-1 Crisis Hotline & Information Center



Administrative Offices:
1627 Bryn Mawr Drive
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www.211pathways.org
mail@pathwaysco.org

2-1-1 Resource
Database Information
for July 2014



Important Reminder:

When your agency refers clients to 2-1-1, please make sure that you are telling them to call 2-1-1 and not the main office number for Pathways of Central Ohio. Callers can get frustrated when they're told to call Pathways and then we in turn, have to then tell them to call 2-1-1.

Just remember that Pathways is the business office for 2-1-1, but we are not the actual call center. Thank you for your cooperation!

Database Updates for July:

- 14 Agencies
- 20 Sites/Locations
- 47 Services:

Any time you have questions, please feel free to contact Lyn, using the information located at the bottom of this page.

Type of Call Received	Knox	Licking	Other Counties	Total
Information & Referral	237	930	185	1352
Crisis	80	382	23	485
Disaster Recovery				
Recovery/Warm Line	2	333	14	349
After Hours Answering Services	65	138	3	206
Suicide	8	13	5	26
Suicide Follow-Ups	23	53	9	85

