

• Total Incoming Calls	2376
• Follow Up Calls*	<u>276</u>
• Total Calls	2652

*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 - September 2013

Information Services	1159
Mental Health/Addictions	806
Health Care	492
Income Support/Assistance	489
Individual, Family & Community Support	458
Housing/Utilities	256
Legal, Consumer & Public Safety Services	189
Food/Meals	150

Have your service hours changed? Are you moving to a new location? Is there a new phone number/contact person? All of these things are vital information given to our callers and need to be as current as possible. Any time you make a change that you want callers to be aware of, please make sure and let 2-1-1 know!! Call or email Lyn (see contact info on page 2) with the information so we are providing callers with accurate, up-to-date resources!

Holiday Donation Programs are beginning for the 2013 season! Monetary, gift and toy donations may be sent or taken to:



Knox County –

Salvation Army - 206 East Ohio Avenue - Mount Vernon

Interchurch Social Services - 306 West Gambier – Mount Vernon

Mount Vernon Police Department – Toys for Tots – various locations throughout the city

Licking County -

Salvation Army – 250 East Main Street – Newark

Job & Family Services – 74 South Second Street – Newark

Newark Police Department – 39 South 4th Street – Newark

As other agencies notify us regarding donation drop-off locations, we will update the database. Please call 2-1-1 for current information.

	Sep 12	Oct 12	Nov 12	Dec 12	Jan 13	Feb 13	Mar 13	Apr 13	May 13	Jun 13	Jul 13	Aug 13	Sep 13
Total Calls:	3204	3303	2923	2701	2732	2420	2547	2621	2450	2381	2808	2738	2652
<i>Includes Follow-ups</i>													
Knox	510	451	381	324	392	323	293	276	315	340	455	411	503
Licking	2508	2635	2351	2174	2164	1932	2068	2163	1925	1879	2154	2158	1985
Other Counties	186	217	191	203	176	165	186	182	162	141	199	169	164

Participate in the 2-1-1 Community Stewardship Program!!

Join other organizations in your county by making an important contribution to the health and well-being of everyone in our region. Pathways of Central Ohio is asking you to help us spread the word by taking these simple steps:

- Distribute our one-page 2-1-1 Flyer to your employees, congregation, staff, or membership.
- Place our Dial 2-1-1 Web banner, with link, on your organization's Web site or Intranet site.
- Consider utilizing your public channels of communications to grow awareness of 2-1-1.

Your Organization Benefits By Being a 2-1-1 Steward

By participating in our 2-1-1 Community Stewardship Program you help build awareness of the vital resources in your county, directly improving the health, well-being and productivity of the people living and working here.

- Promote health and stability among your employees
- Contribute to the health and stability of the county
- Enhance the positive public image of your organization

2-1-1 marketing materials can be accessed at: www.pathwaysofcentralohio.com/211/211-stewardship

The American Red Cross of Licking County moved to their new location on Wednesday, October 9.



Their new address is:
 143 South 30th Street,
 Newark.


Top Agency Referrals for September 2013	Licking
Licking County Dept. of Job/Family Services	220
Church of the Blessed Sacrament	197
Behavioral Healthcare Partners	177
Licking County Coalition of Care	164
Salvation Army of Licking County	108
Licking Memorial Health Systems	89
Food Pantry Network of Licking County	75
LEADS Incorporated	72

Top Agency Referrals for September 2013	Knox
Behavioral Healthcare Partners	57
Knox County Dept. of Job/Family Services	45
Interchurch Social Services	41
Salvation Army of Mount Vernon	38
Kno-Ho-Co-Ashland Community Action	27
City of Mount Vernon Police Department	25
New Directions Domestic Violence Shelter	22
Knox Community Hospital	15

Licking County Transit provides public transportation services Monday-Sunday for those residing in Licking County. Callers can make transportation arrangements up to 10 days in advance but most do so at least 1 weekday (Mon-Fri) in advance. If time permits, trips can be scheduled on demand, but the cost of the trip will be higher.

Vehicles are wheelchair lift equipped and fully comply with ADA.

2-1-1 made 30 referrals to LCT in September.




Knox Area Transit (KAT) provides public transportation services for Knox County residents.


Door-to-Door Services are provided inside and outside of Knox County Monday through Friday. Shuttle Services are available within the county and operate Monday through Saturday.

Vehicles are wheelchair lift equipped and fully comply with ADA.

6 referrals were made to KAT in September.



2-1-1 Resource Database Information for September 2013



When referring clients to 2-1-1, please make sure that you're 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!

In September, new resources added to the database:

Agencies:

- US General Services Administration* – Provides an Information Line and website for citizens with information regarding the federal government shutdown.
- Federal Trade Commission* – Provides the national Do Not Call Registry for home and/or cell phone numbers, and Identity Theft Prevention and Reporting guidelines.
- Direct Marketing Associates* – DMA provides a national website for persons to opt-out of junk mail and email.

Services:

- Local Energy Companies* – Provide Do Not Call Registries to stop energy companies from soliciting customers by phone and mail about switching their utility company.

If 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:
Lyn Romano - Database Administrator by email or phone:
lromano@pathwaysco.org - 740-345-6166 ext 200

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	185	955	155	1295
Crisis	213	586	6	805
Recovery/Warm Line	32	286	3	321
After Hours Answering Services	73	158		231
Suicide	13	24	2	39
Suicide Follow-Ups	117	125	1	243

