

- Total Incoming Calls 2458
- Follow Up Calls* 155
- Total Calls 2613

*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 - January 2014

Information Services	1359
Mental Health/Addictions	737
Income Support/Assistance	531
Health Care	461
Individual, Family & Community Support	438
Housing/Utilities	260
Legal, Consumer & Public Safety Services	175
Food/Meals	165

NEWS

State Sen. Edna Brown, D-Toledo, has introduced legislation that would require health insurers to cover hearing aids (Source: "Ohio bill would mandate health insurance cover hearing aids," Youngstown Vindicator, Feb. 5, 2014).

"Many insurance plans consider hearing aids as elective forms of treatment and do not cover them as part of basic health coverage," Brown told members of the chamber's Insurance and Financial Institutions Committee, where SB 257 had a first hearing Tuesday. "The out-of-pocket costs for hearing aids easily reaches into the thousands of dollars, and for many families, these costs represent a significant portion of their household income or are simply outside of their financial means altogether."

	Jan 13	Feb 13	Mar 13	Apr 13	May 13	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 2014
Total Calls: Includes Follow-ups	2732	2420	2547	2621	2450	2381	2808	2738	2652	2742	2584	2316	2613
Knox	392	323	293	276	315	340	455	411	503	562	462	462	464
Licking	2164	1932	2068	2163	1925	1879	2154	2158	1985	2010	1934	1712	1916
Other Counties	176	165	186	182	162	141	199	169	164	170	188	142	233

**Free 2013 Income Tax Preparation assistance is available
 for low to moderate income families at the following locations:
 (some restrictions apply, please call 2-1-1 or specific agency for more information)**

Licking County

LCAP/Heritage Hall - 740-641-2387
AARP volunteers provide free tax preparation services for individuals age 55 and older.

Buckeye Lake LEADS - 740-345-1391
AARP volunteers provide free tax preparation services for individuals age 55 and older.

Licking County Coalition for Housing - 740-345-1970
Free tax preparation and e-filing of Federal, State and School District returns.

City of Newark Tax Department - 740-670-7580
Offers City Tax preparation assistance for City of Newark residents only. Call or email citytax@newarkohio.net for appointment.



Save money and support local services by filing your tax returns, FREE, with one of these local agencies!

Knox County

United Way of Knox County - 740-397-5721
File on your own at uwayknox.org or call for an appointment with a tax program volunteer.

Mount Vernon Public Library - 740-392-2665 ext. 242
Services provided by AARP Tax volunteers. Appointments available Tuesdays 9am-2pm and Thursdays 9am-4:45pm. Call Donna for appointment.

Centerburg Senior Services - 740-625-5056
 119 South Preston Street, Centerburg
Services provided to anyone in Knox County, not just seniors. Call Robin for an appointment.

Sanctuary Community Action - 740-599-7224
 302 South Market Street, Danville
Call to schedule an appointment for either Wednesday, February 26 or Thursday, Mar 12.

City of Mount Vernon Tax Department - 740-393-9524
Offers City Tax e-filing for City of Mount Vernon residents only.

Top Agency Referrals for January 2014	Licking
Licking County Dept. of Job/Family Services	218
Behavioral Healthcare Partners	182
Licking County Coalition of Care	182
Saint Vincent de Paul Center	108
Licking Memorial Health Systems	106
Food Pantry Network of Licking County	105
Salvation Army of Licking County	100
Church of the Blessed Sacrament	81

Top Agency Referrals for January 2014	Knox
Behavioral Healthcare Partners	45
Interchurch Social Services	45
Salvation Army of Mount Vernon	44
Knox County Dept. of Job/Family Services	42
Kno-Ho-Co-Ashland Community Action	41
New Directions Domestic Violence Shelter	35
City of Mount Vernon Police Department	21
Knox Community Hospital	14



Under the leadership of Jeff Williams, the Alcohol and Drug FREEDOM Center in Mount Vernon provides outpatient counseling and prevention services and delivers accessible, respectful, evidenced-based treatment for individuals and families battling substance abuse and dependency.

The Freedom Center also offers Community Programs, including Driver's Intervention, Prevention, Parent Education, Outreach, and Drug Free Workplace.

For more information on The Freedom Center's programs, call 740-397-2660.

2-1-1 Resource Database Information for January 2014



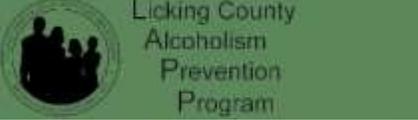
In order to keep our 211 database as current as possible, the goal is to update each agency and services once per year. The only way to accomplish that goal is through your cooperation with responding to Web Survey email, fax or mail requests.

Some agencies, due to the nature and demand of their services may be asked to update twice per year, or whenever a service change is made within the agency.

Please be sure to watch your email for a message titled: *2013 Agency Update for 2-1-1 Database*. Your login and password information will be included and once you complete the request, the email messages will stop. Keep this login information handy and you can go in and make edits any time you have a change.

For questions regarding the update process, please contact:

Lyn Romano - 2-1-1 Database Administrator
 email: lromano@pathwaysco.org
 phone: 740-345-6166 ext 200



LAPP has provided services to Licking County residents since 1968. Executive Director Jim Takacs leads his staff in offering alcohol and drug-related outpatient treatment services and support to clients through individualized treatment programs.

LAPP also provides Educational Programs, Intervention Programs, Outreach Services, and Training to the community in general. Community Services are offered to both individuals and groups within the community that would like to learn more about alcohol and drug related issues.

For more information, call LAPP at 740-366-7303.



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	226	1036	211	1473
Crisis	80	392	10	482
Recovery/Warm Line	8	260		268
After Hours Answering Services	87	140	1	228
Suicide	10	17	2	29
Suicide Follow-Ups	50	58	9	117

