

- Total Incoming Calls 2200
- Follow Up Calls\* 116
- Total Calls 2316

\*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 - December 2013

Information Services	1142
Mental Health/Addictions	776
Individual, Family & Community Support	517
Health Care	410
Income Support/Assistance	402
Housing/Utilities	202
Legal, Consumer & Public Safety Services	168
Food/Meals	148

*NOTE*

The Granville Fellowship Senior Center at 3825 Columbus Road in Granville has changed their name to

**Granville Senior Center Providing Fellowship & Enriching Lives**

For more information on the Center, call 740-587-1333 or visit them online at [www.granvillefellowship.org](http://www.granvillefellowship.org)

	Dec 12	Jan 13	Feb 13	Mar 13	Apr 13	May 13	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13
<b>Total Calls:</b> Includes Follow-ups	2701	2732	2420	2547	2621	2450	2381	2808	2738	2652	2742	2584	2316
<b>Knox</b>	324	392	323	293	276	315	340	455	411	503	562	462	462
<b>Licking</b>	2174	2164	1932	2068	2163	1925	1879	2154	2158	1985	2010	1934	1712
<b>Other Counties</b>	203	176	165	186	182	162	141	199	169	164	170	188	142

**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](mailto: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](http://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 December 2013	Licking
Behavioral Healthcare Partners	170
Church of the Blessed Sacrament	129
Licking County Dept. of Job/Family Services	127
Licking County Coalition of Care	112
Licking Memorial Health Systems	91
Food Pantry Network of Licking County	82
Salvation Army of Licking County	75
LEADS Incorporated	53

Top Agency Referrals for December 2013	Knox
Behavioral Healthcare Partners	61
Knox County Dept. of Job/Family Services	42
New Directions Domestic Violence Shelter	31
Salvation Army of Mount Vernon	30
Kno-Ho-Co-Ashland Community Action	27
City of Mount Vernon Police Department	26
Interchurch Social Services	25
Knox Community Hospital	15



**St. Vincent Haven Shelter**, located in Newark, is a 26-bed emergency and transitional living shelter serving males 18 years and older who are homeless.

Services begin with a comprehensive intake process which provides information about the resident and the services they may need to move toward self-sufficiency.

For information call Linda Berger at 740-670-0822.

211 made 15 referrals to St. Vincent Haven in December.



**2-1-1 Resource Database Information for December 2013**

Each January, 211 US asks every 2-1-1 across the nation to provide a count of all 2-1-1 calls that they have received for the previous year. These numbers are compiled into a report known as the 2-1-1 Big Count. A lot of time and effort goes into these reports but the results are always very interesting! I thought you might like to see 2-1-1 statistics on a large scale basis.

As of February 2013, 2-1-1 serves over 283 million Americans (90.6% of the entire population) covering all 50 states plus Washington DC and Puerto Rico (39 states plus DC and PR enjoy 100% coverage).

Based on Total 2-1-1 Calls Answered, here are the top 5 states:

1 - Texas	3,505,173
2 - New York	2,793,659
3 - Ohio	1,347,596
4 - California	1,325,067
5 - Florida	1,115,106

For Resource Database information and updates, contact:  
 Lyn Romano - 2-1-1 Database Administrator  
 email: lromano@pathwaysco.org  
 phone: 740-345-6166 ext 200

**Winter Sanctuary Homeless Shelter**



The Winter Sanctuary, located in Mount Vernon, is a seasonal, overnight, temporary homeless shelter for men, women, and women with children.

To learn more about the shelter, call Lisa Mazzari at 740-263-4182.

There were 16 referrals made to the Winter Sanctuary in December.

*Happy New Year!*

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	222	891	129	1242
Crisis	67	356	5	428
Recovery/Warm Line	62	285		347
After Hours Answering Services	61	121	1	183
Suicide	3	18	1	22
Suicide Follow-Ups	44	49	7	100

