

- Total Incoming Calls 2128
- Follow Up Calls\* 104
- Total Calls 2232

\*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 - March 2014**

|  |      |
|--|------|
| Information Services                     | 1036 |
| Mental Health/Addictions                 | 792  |
| Individual, Family & Community Support   | 497  |
| Income Support/Assistance                | 404  |
| Health Care                              | 397  |
| Housing/Utilities                        | 217  |
| Legal, Consumer & Public Safety Services | 195  |
| Food/Meals                               | 128  |

NEWS



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|                                     | Mar 13 | Apr 13 | May 13 | Jun 13 | Jul 13 | Aug 13 | Sep 13 | Oct 13 | Nov 13 | Dec 13 | Jan 14 | Feb 14 | Mar 14 |
|-------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Total Calls:<br>Includes Follow-ups | 2547   | 2621   | 2450   | 2381   | 2808   | 2738   | 2652   | 2742   | 2584   | 2316   | 2613   | 2134   | 2232   |
| Knox                                | 293    | 276    | 315    | 340    | 455    | 411    | 503    | 562    | 462    | 462    | 464    | 354    | 338    |
| Licking                             | 2068   | 2163   | 1925   | 1879   | 2154   | 2158   | 1985   | 2010   | 1934   | 1712   | 1916   | 1610   | 1634   |
| Other Counties                      | 186    | 182    | 162    | 141    | 199    | 169    | 164    | 170    | 188    | 142    | 233    | 170    | 156    |

**KNOX COUNTY FIRST TO HAVE 2-1-1 STREET AND BUSINESS SIGNS**

Knox County is the first county in Ohio to have "Dial 2-1-1" street and business signs. Street signs have been distributed to Centerburg, Fredericktown, Mount Vernon, Gambier and Danville for posting at the entrances to each community. Smaller "Dial 2-1-1" business signs have been distributed to local schools, social service agencies and businesses.

2-1-1 became available in Knox County in June 2008, according to Kristin McCloud, Executive Director of Pathways of Central Ohio, and provider of 2-1-1/Crisis Hotline in Knox County. Since then, the 2-1-1/Crisis Hotline has averaged about 4000 calls per year from Knox County residents but McCloud would like to see that number increase.

"Our goal is to have at least 10% of the population of Knox County call 2-1-1 annually", said McCloud. "That would equal just over 6000 calls per year and our hope is that the 'Dial 2-1-1' signs will inform more people about the service."

Pathways of Central Ohio partnered with the United Way of Knox County to produce the signs. The United Way of Knox County also helps to fund the 2-1-1 service in Knox County along with Mental Health and Recovery for Licking and Knox County and the Community Foundation of Mount Vernon and Knox County.

One of the biggest parts of the project has been to place 28 "Dial 2-1-1" street signs on all county road entrances to the county. Bryan Moore of Griffin Insurance volunteered his staff to help install the signs along with Jace Cree of the Knox County Board of Developmental Disabilities.

Another 80 smaller "Dial 2-1-1" signs are being distributed around the county by the United Way of Knox County. Some of the locations include Knox County Head Start sites, the Knox County Health Department, Interchurch branches, Salvation Army, American Red Cross, area Schools including all of Mount Vernon and the Knox County Service Center.



**Virgil Shipley/News** Bryan Moore installs a "Dial 2-1-1" sign on New Delaware Road Wednesday afternoon to help inform the public of the of 2-1-1/Crisis Hotline and information center.

*Photo used with permission from Mount Vernon News.*

| Top Agency Referrals for March 2014         | Licking |
|---|---------|
| Licking County Dept. of Job/Family Services | 188     |
| Behavioral Healthcare Partners              | 175     |
| Saint Vincent de Paul Center                | 150     |
| Licking County Coalition of Care            | 113     |
| Licking Memorial Health Systems             | 86      |
| Food Pantry Network of Licking County       | 73      |
| Licking County Coalition for Housing        | 67      |
| Salvation Army of Licking County            | 60      |

| Top Agency Referrals for March 2014      | Knox |
|--|------|
| Interchurch Social Services              | 45   |
| Knox County Dept. of Job/Family Services | 41   |
| Behavioral Healthcare Partners           | 40   |
| Salvation Army of Mount Vernon           | 36   |
| Kno-Ho-Co-Ashland Community Action       | 35   |
| City of Mount Vernon Police Department   | 32   |
| New Directions Domestic Violence Shelter | 25   |
| Knox Community Hospital                  | 10   |



**Eyedeal Friends of Knox County** is a chapter of the American Council of the Blind. They offer support and services to people who are visually impaired, their families and friends. Monthly meetings provide speakers that share information about low vision aids; safety; technological advances and more.

If you would like to learn more about Eyedeal Friends, contact President, Patricia Yarman at 740-397-8492 or search for Eyedeal Friends on Facebook.

**Licking County Center for the Visually Impaired** provides vision services for those who are financially eligible. They offer a variety of services that include counseling and guidance for visually impaired individuals, information and referral and financial assistance for eyeglasses and/or low vision aids for those that meet eligibility requirements.

For more information about LCCVII services, call Associate Directors Tom Young or Cheryl Lentz at 740-345-4600 Monday-Friday 8am-12pm and 1pm-3pm or visit their website at [www.lccvi.org](http://www.lccvi.org) or search for LCCVI on Facebook.

**LICKING COUNTY CENTER FOR THE VISUALLY IMPAIRED**

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](http://www.211pathways.org)  
[mail@pathwaysco.org](mailto:mail@pathwaysco.org)



**2-1-1 Resource Database Information for March 2014**



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.

When you have finished viewing your information, even if there are no changes needed, be sure to hit the **Reviewed** button in the top right hand corner so I know that you have completed the update. No reply to the email is necessary once you have marked the page as Reviewed.

Thanks to everyone for completing their updates in a timely manner!

*For questions regarding the update process, please contact:*

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

| Type of Call Received          | Knox | Licking | Other Counties | Total       |
|--------------------------------|------|---------|----------------|-------------|
| Information & Referral         | 191  | 815     | 147            | <b>1153</b> |
| Crisis                         | 104  | 400     | 10             | <b>514</b>  |
| Disaster Recovery              | 0    | 0       | 0              | <b>0</b>    |
| Recovery/Warm Line             | 16   | 336     | 0              | <b>352</b>  |
| After Hours Answering Services | 71   | 140     | 2              | <b>213</b>  |
| Suicide                        | 6    | 30      | 2              | <b>38</b>   |
| Suicide Follow-Ups             | 40   | 43      | 2              | <b>85</b>   |