



2-1-1 Crisis Hotline & Information Center Monthly Report August 2013

• Total Incoming Calls	2460
• Follow Up Calls*	<u>278</u>
• Total Calls	2738

*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 for August 2013

Information Services	1314
Mental Health/Addictions	846
Individual, Family & Community Support	474
Income Support/Assistance	456
Health Care	450
Housing/Utilities	268
Legal, Consumer & Public Safety Services	217
Food/Meals	175

Save the Dream Ohio connects financially distressed homeowners with HUD-approved housing counseling agencies that help families avoid foreclosure through programs such as the Hardest Hit Fund and Making Home Affordable.

Call or visit website to learn what options, resources



and information are available to help homeowners avoid foreclosure.

- Strong Communities, Safe Families -

The "Kids Crisis Team" is a new resource available to Licking and Knox County families. The team provides in-home care coordination and crisis intervention services for youth at risk of harming themselves or others due to a mental illness or developmental disability. The new project serves youth age 8 to 24 and their families and targets youth not already in the mental health or developmental disability system.

Collaborating on this project are Mental Health and Recovery for Licking and Knox Counties, the Licking County Board of Developmental Disabilities, the Knox County Board of Developmental Disabilities, the Village Network, Behavioral Healthcare Partners and Pathways of Central Ohio.

The project also includes suicide prevention follow-up services; short-term crisis stabilization, treatment, and respite; intensive care coordination, risk assessment, and safety planning; and family mentoring and support including parenting programs.

To reach the Kids Crisis Team, dial 2-1-1 or 1-800-544-1601 anytime, day or night.

	Aug 12	Sep 12	Oct 12	Nov 12	Dec 12	Jan 13	Feb 13	Mar 13	Apr 13	May 13	Jun 13	Jul 13	Aug 13
Total Calls: Incl. Follow-ups	3293	3204	3303	2923	2701	2732	2420	2547	2621	2450	2381	2808	2738
Knox	508	510	451	381	324	392	323	293	276	315	340	455	411
Licking	2551	2508	2635	2351	2174	2164	1932	2068	2163	1925	1879	2154	2158
Other Counties	234	186	217	191	203	176	165	186	182	162	141	199	169

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, wellbeing 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

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

The United Way of Licking County has moved! The new office is in the Works "Complex" across the courtyard in the building with the restaurant on the first floor.



The primary entrance will be the entrance to/from the courtyard. Phones and emails remain the same. Their new address is: 50 S. Second Street, 2nd floor, Newark, 43055.

Top Agency Referrals for August 2013	Licking
Behavioral Healthcare Partners	213
Licking County Dept. of Job/Family Services	198
Church of the Blessed Sacrament	193
Licking County Coalition of Care	164
Food Pantry Network of Licking County	153
Salvation Army of Licking County	114
Licking Memorial Health Systems	95
LEADS Incorporated	68

Top Agency Referrals for August 2013	Knox
Behavioral Healthcare Partners	51
Knox County Dept. of Job/Family Services	42
Kno-Ho-Co-Ashland Community Action	33
Interchurch Social Services	31
New Directions Domestic Violence Shelter	29
Salvation Army of Mount Vernon	23
Knox Community Hospital	18
City of Mount Vernon Police Department	14




Licking County Veterans Service Commission

LCVSC oversees the operation of the Veterans' Service Office and provides temporary financial assistance to applicants and transportation to VA Medical Centers and more.


Accredited service officers can assist veterans or dependents in filing and obtaining earned benefits from the federal, state, and local levels of government. Visit www.lcounty.com/vsc to learn more about local services.

In August, we made 17 referrals to the LCVSC.



2-1-1 Resource Database Information for August 2013

During the holiday season, we work very hard to provide accurate information on holiday programs offered throughout Knox and Licking Counties. If your agency offers any type of Thanksgiving/Christmas program or outreach to our communities, please make sure that you contact me with the information as soon as it becomes available.



We will need to know the details of the program, how it works, how callers can access it, who is eligible, and when it begins and ends. Any other information is also appreciated.

In late August, we added two new, important resources to the database:

Kids Crisis Team – (See story on page 1) - for youth in Licking and Knox counties between the ages of 8 and 24 who are in crisis. Team provides outreach to families in their homes or at a neutral place to help resolve the crisis

Healthcare Marketplace – A website provided by the US Department of Health and Human Services that offers information, resources and guidelines on the Affordable Health Care Act

If you have a question about the updating process, if you're aware of a new service, or have an update for your services, please contact: Lyn Romano - Database Administrator by email at lromano@pathwaysco.org or call 740-345-6166 ext 200.



The Main Place is a consumer-operated mental health recovery center with locations in both Knox & Licking Counties that promotes recovery through peer support, socialization, education, and training. By working together, consumers build better lives for themselves, gain employment, maintain independence and earn acceptance within their communities.

The Main Place serves individuals who experience serious and persistent mental illness, including schizophrenia, bi-polar disorders, clinical depression, and panic and anxiety disorders. Without these services and support, many of their members would reside in a state psychiatric institution or other restrictive living environment.

2-1-1 provides after hours Answering Service coverage for The Main Place. In August, we made 9 referrals for services.

2-1-1 Crisis Hotline & Information Center



Administrative Offices:
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mail@pathwaysco.org

Type of Call Received	Knox	Licking	Other Counties	Total
Information & Referral	152	1070	151	1373
Crisis	89	410	8	507
Recovery/Warm Line	24	314	1	339
After Hours Answering Services	50	190	1	241
Suicide	13	26	1	40
Suicide Follow-Ups	80	134	7	221

