



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

- Total Incoming Calls 2560
- Follow Up Calls* 182
- Total Calls 2742

*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 - October 2013

Information Services	1402
Mental Health/Addictions	809
Individual, Family & Community Support	512
Health Care	475
Income Support/Assistance	425
Housing/Utilities	258
Legal, Consumer & Public Safety Services	185
Food/Meals	170

NOTE

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 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 NOT THE ACTUAL CALL CENTER. THANKS FOR YOUR COOPERATION!

	Oct 12	Nov 12	Dec 12	Jan 13	Feb 13	Mar 13	Apr 13	May 13	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13
Total Calls: Includes Follow-ups	3303	2923	2701	2732	2420	2547	2621	2450	2381	2808	2738	2652	2742
Knox	451	381	324	392	323	293	276	315	340	455	411	503	562
Licking	2635	2351	2174	2164	1932	2068	2163	1925	1879	2154	2158	1985	2010
Other Counties	217	191	203	176	165	186	182	162	141	199	169	164	170

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

Join other organizations in our area 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 about 2-1-1 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 our area, 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 Licking and Knox Counties
- Enhance the positive public image of your organization

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

These companies and organizations are helping spread the word about 2-1-1. If your business or organization has participated in the 2-1-1 Community Stewardship Program, large or small, let us know and we will add you to this growing list.

City of Heath Fire Department
 City of Mount Vernon
 City of Mount Vernon Fire Department
 City of Newark
 City of Pataskala
 First Knox National Bank
 Flying Colors Preschool

Granville Fellowship Senior Center
 Heath City Schools
 Knox Community Hospital
 Licking County.com
 Licking County Coalition for Housing
 Licking County Emergency Management Agency
 Licking County Health Department

Licking Memorial Health Systems
 Mount Vernon Radio WMVO 1300 / WOIQ 93.7-FM
 Nutcracker Café
 OSU Newark | COTC
 United Way of Knox County
 United Way of Licking County
 WNKO-FM KOOL 101.7 / WHTH-AM

Top Agency Referrals for October 2013	Licking
Church of the Blessed Sacrament	187
Behavioral Healthcare Partners	175
Licking County Dept. of Job/Family Services	159
Licking County Coalition of Care	151
Salvation Army of Licking County	124
Licking Memorial Health Systems	110
Food Pantry Network of Licking County	108
LEADS Incorporated	67

Top Agency Referrals for October 2013	Knox
Knox County Dept. of Job/Family Services	44
Salvation Army of Mount Vernon	44
Behavioral Healthcare Partners	41
Kno-Ho-Co-Ashland Community Action	38
Interchurch Social Services	33
New Directions Domestic Violence Shelter	25
Knox Community Hospital	20
City of Mount Vernon Police Department	18

Newark Adventist Community Service Center

Adventist Community Services provide a Food Pantry for clients in the Zone J area, a Clothing Pantry serving anyone who asks and qualifies for help (regardless of whether they are in the Food Pantry Network district Zone J or not), and the Carousel Thrift Shop, offering used articles at below bargain-basement prices to individuals on fixed incomes, low budgets, as well as to the general public.

Food Pantry Hours: Tue, Thu 9am-11:30am

Thrift Shop Hours: Tue, Wed, Thu 9am-12pm

Clothing Hours: Wed 9am-11:30am

Contact: Lynda Karr, Community Services Director at 740-345-4421

2-1-1 made 17 referrals to ACS in the month of October.

2-1-1 Resource Database Information for October 2013



**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 below) with the information so we are providing callers with the most accurate, up-to-date resources at all times!!

Updates completed over the last several weeks:

Agencies	=	40
Sites/Locations	=	57
Services	=	84

Any time you have a question about the updating process, if you are aware of a new service, a service that may have closed, or have an update for your services, please contact:

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

HopeNow assists Knox County residents in need by providing furniture and other basic household goods free of charge. These items are collected from donors, stored in their facility until needed and dispensed to families who cannot afford to furnish their homes adequately. Some items provided when available: Basic household furnishings: beds, chests, dressers, shelves, sofas, chairs, lamps, occasional tables, kitchen table sets, bedding items, kitchen/bath towels, curtains & drapes, small kitchen appliances, dishes, pots and pans, silverware, microwaves, and small rugs. Household furnishings in good, clean serviceable condition are needed. Donations are tax deductible.

Call Bev Actis for information: 740-392-3155

We made 7 referrals to HopeNow in October.



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	293	1069	155	1517
Crisis	94	375	3	472
Recovery/Warm Line	30	332		362
After Hours Answering Services	55	154		209
Suicide	4	20	13	37
Suicide Follow-Ups	67	47	12	126

