

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

- Total Incoming Calls 2429
- Follow Up Calls* 155
- Total Calls 2584

*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 - November 2013

Information Services	1272
Mental Health/Addictions	826
Individual, Family & Community Support	574
Health Care	476
Income Support/Assistance	453
Housing/Utilities	172
Legal, Consumer & Public Safety Services	183
Food/Meals	170

REMINDER

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 we're not the actual call center.

	Nov 12	Dec 12	Jan 13	Feb 13	Mar 13	Apr 13	May 13	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13
Total Calls: Includes Follow-ups	2923	2701	2732	2420	2547	2621	2450	2381	2808	2738	2652	2742	2584
Knox	381	324	392	323	293	276	315	340	455	411	503	562	462
Licking	2351	2174	2164	1932	2068	2163	1925	1879	2154	2158	1985	2010	1934
Other Counties	191	203	176	165	186	182	162	141	199	169	164	170	188

Having Your First Baby?

Help Me Grow Home Visiting realizes that healthy families are critical to ensure that Ohio's infants and toddlers are ready to succeed. In order to accomplish this **Help Me Grow Home Visiting** has set the following four program goals:



- Increase Healthy Pregnancies
- Improve Child Health, Development, and Reading
- Improve Parenting Confidence and Competence
- Increase Family Connectedness to Community and Social

Licking County offers **Help Me Grow Home Visiting** - a parent education and family support program for:

- Pregnant Women
- Parents with children under 3

Structured interactive visits are provided on a regular basis at a time convenient for the family.

To get started with Help Me Grow Home Visiting, call 740-344-6921.



2-1-1 provides several subject specific brochures that are available to the public and can be printed for your use. The links for these brochures can be found at www.211pathways.com. Currently, the following publications are available:

Brochures:

- Downtown Newark Guide updated - 1/11/3/2013
- Knox County Guide - updated 12/3/2013
- Licking County Re-Entry Resources Guide - currently being updated
- Western Licking County Guide - updated 1/11/3/13

Flyers:

- 2-1-1 Foreclosure Resource Sheet
- 2-1-1 Economic Hardship Flyer



Top Agency Referrals for November 2013	Licking
Licking County Dept. of Job/Family Services	195
Behavioral Healthcare Partners	183
Church of the Blessed Sacrament	162
Salvation Army of Licking County	143
Licking County Coalition of Care	138
Food Pantry Network of Licking County	108
Licking Memorial Health Systems	89
City of Newark Division of Police	45

Top Agency Referrals for November 2013	Knox
Behavioral Healthcare Partners	62
Knox County Dept. of Job/Family Services	39
Interchurch Social Services	35
Salvation Army of Mount Vernon	30
City of Mount Vernon Police Department	29
Kno-Ho-Co-Ashland Community Action	22
Knox Community Hospital	12
New Directions Domestic Violence Shelter	9



The LC library offers a wide variety of services to the public and also provides a great program for youth! Library's Teen Services Department serves grades 6-12. The Teen Zone is located on the lower level of the Newark Library. Teen print materials, databases, & programs are available at all LCL locations. More information about activities and events for youth are available by visiting the library, www.lclibraryteens.com or call Amy Gantt, Head of Teen Services at 740.349.5552.



2-1-1 Resource Database Information for November 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	=	72
Sites/Locations	=	114
Services	=	67

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

Mount Vernon's library also **Public Library of Mount Vernon and Knox County** offers numerous services to the community. The library has lots of cool programs, materials and services just for teens, including:

Books, magazines, audiobooks, graphic novels and manga available in the Young Adult section at the main library, plus Young Adult book sections at Danville, Gambier and Fredericktown branches. Offers 3 Free MP3 Music Downloads per week, Digital ebooks and audiobooks that you can download using the Internet and much more. Visit the library in person, online at www.knox.net or call Beth at 740.392.BOOK, ext. 247.



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	208	987	167	1362
Crisis	74	412	7	493
Recovery/Warm Line	53	317		370
After Hours Answering Services	58	145	1	204
Suicide	6	22	2	26
Suicide Follow-Ups	63	50	13	124

