

**2-1-1 Crisis Hotline & Information Center Monthly Report  
 July 2013**

- Total Incoming Calls 2389
- Follow Up Calls\* 419
- Total Calls 2808

*\*Follow-up calls are made to clients who have given permission during their original call, for our staff to follow-up with them to see how they are doing, if referrals worked out, etc.*

**Top Services Requested for July 2013**

Information Services	1238
Mental Health/Addictions	810
Health Care	517
Income Support/Assistance	488
Individual, Family & Community Support	476
Housing/Utilities	310
Legal, Consumer & Public Safety Services	179
Food/Meals	158



PlayItSafeOhio.org is a new website for Licking and Knox residents that promotes responsible gambling behaviors, provides education on the signs of problem gambling and offers resources for people who need help with problem gambling.



The website was created by Pathways with funding from Mental Health and Recovery for Licking and Knox Counties.

Brochures are available upon request at [mail@pathwaysco.org](mailto:mail@pathwaysco.org) or 740-345-6166 x200.

	Jul 12	Aug 12	Sep 12	Oct 12	Nov 12	Dec 12	Jan 13	Feb 13	Mar 13	Apr 13	May 13	Jun 13	Jul 13
<b>Total Calls:</b> Incl. Follow-ups	4376	3293	3204	3303	2923	2701	2732	2420	2547	2621	2450	2381	2808
<b>Knox</b>	703	508	510	451	381	324	392	323	293	276	315	340	455
<b>Licking</b>	3474	2551	2508	2635	2351	2174	2164	1932	2068	2163	1925	1879	2154
<b>Other Counties</b>	199	234	186	217	191	203	176	165	186	182	162	141	199

Several agencies are still offering programs to help families obtain school supplies for their children. Here is a list of the ones that are still offering supplies. Call 2-1-1 or specific location for dates/times.

**Knox County**

- Interchurch Social Services (Vouchers) 740-397-4825

**Licking County**

- 1<sup>st</sup> Community Church Buckeye Lake 740-928-4976
- Jersey Baptist Church 740-927-1859
- Veteran's Service Commission 740-670-5430
- Wright Memorial Methodist Church 740-366-2120

Free  
 School  
 Supplies!



Top Agency Referrals for July 2013	Licking
Church of the Blessed Sacrament	209
Behavioral Healthcare Partners	181
Licking County Dept. of Job/Family Services	178
Licking County Coalition of Care	171
Salvation Army of Licking County	144
Licking Memorial Health Systems	135
Food Pantry Network of Licking County	99
Licking County Coalition for Housing	94

Top Agency Referrals for July 2013	Knox
Behavioral Healthcare Partners	59
Knox County Dept. of Job/Family Services	46
Interchurch Social Services	44
Kno-Ho-Co-Ashland Community Action	43
Salvation Army of Mount Vernon	40
Knox Community Hospital	31
New Directions Domestic Violence Shelter	22
Knox County Office of Homeland Security/EMA	10



New Directions helps victims of intimate partner violence and their children who have been physically, emotionally and sexually assaulted. They also serve victims of dating violence and date and acquaintance rape. By providing a crisis hotline, shelter, advocacy, individual/group support, they enable them to assume power over their own lives. New Directions also works toward primary prevention of intimate partner violence and sexual violence.

2-1-1 provides after hours Answering Service coverage for New Directions. In July, we made 20 referrals for services.

### 2-1-1 Resource Database Information for July 2013



Information in the database is used to help 2-1-1 callers and web visitors to navigate the maze of social services. The inclusion/exclusion policy incorporates fair and open decision-making that serves the broadest needs of the community. Inclusion in the database does not constitute an endorsement of or liability for any agency, program or service. To view our Inclusion/Exclusion Policy, visit our website at [211pathways.com](http://211pathways.com) and scroll about halfway down the page to click the link.

New agencies added in July:

*First Community Church of Buckeye Lake*

- Free school supply program

*Mesothelioma Center*

- Assists victims of asbestos exposure and their families

*RX Response*

- National coalition dedicated to continuing the flow of medicine during severe public health emergencies, such as natural disasters, terrorist attacks, or pandemics.

*Dentistry From the Heart*

- Free dental services provided one day through *Wing, Mack & Smith, DDS*

Any time you have a question about the updating process, if you are aware of a new service, or have an update for your services, please contact our Resource Database Administrator, Lyn, by email at [lromano@pathwaysco.org](mailto:lromano@pathwaysco.org) or by dialing 740-345-6166 ext 200.

MHR and United Way Partner Agencies are updated twice per year. Please watch for the Web Survey Request in your email (check your Junk Mail folder, too).

The Carol Strawn Center is Licking County's only dementia-specific adult day center.



*Adult Day Service* provides supervised care during the day for the person with a memory loss disorder in a reassuring home-like setting while their family members work, run errands or take some time from their 24-hour, 7 day a week caregiving responsibilities to pursue personal interests.

*Caregiver Education Classes and Family Care Planning* services are designed to empower family caregivers with information they can use as they make decisions regarding the care of their loved one.

*Memory Screening* service provides individuals concerned with a loved one's or their own memory an opportunity to take a first step in determining whether they might benefit from an extensive medical exam.

### 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)

Type of Call Received	Knox	Licking	Other Counties	Total
Information & Referral	195	968	158	<b>1321</b>
Crisis	94	465	6	<b>565</b>
Recovery/Warm Line	7	290	0	<b>297</b>
After Hours Answering Services	45	159	2	<b>206</b>
Suicide	13	32	4	<b>47</b>
Suicide Follow-Ups	107	217	30	<b>354</b>

