



55+ Symposium, Burlington

Date: June 4, 2017



vision: All people are supported and connected in communities that are thriving.

mission: Strengthening communities by bringing people and services together.



values:

Inherent to our vision and mission, our Core Values guide our work:

Respect

We recognize the inherent value of each individual and treat everyone with kindness and compassion.

Inclusivity

We are inclusive and strive to always understand and reflect the diversity of our communities.

Adaptability

We will be proactive, flexible and responsive to the needs our communities.

Trust

We demonstrate transparency, honesty and integrity in everything we do.

Collaboration

We endeavour to cultivate strong, positive lasting relationships both internally and externally.

Excellence

We will always commit to the highest standards and to continuous improvement.

What We Do:

- Over 42 years as a community information centre
- Programs and Services include:
 - Niagara Community Information Database
 - Volunteer Connections, Donation of Goods Portal
 - Interpreters Niagara Hamilton
 - 211 – information and referral services for Central South Ontario



When you don't know
where to turn.

211 Services in Ontario Background and Overview



Make the Connection. Call 2-1-1

Free | Confidential | 24/7 | 150+ Languages | Live Answer

www.211Ontario.ca



211 Ontario Regions

Telephone service delivered through 6 Regional Service Partners (RSPs)

Central South

Niagara Region

City of Hamilton

Halton Region

Waterloo Region

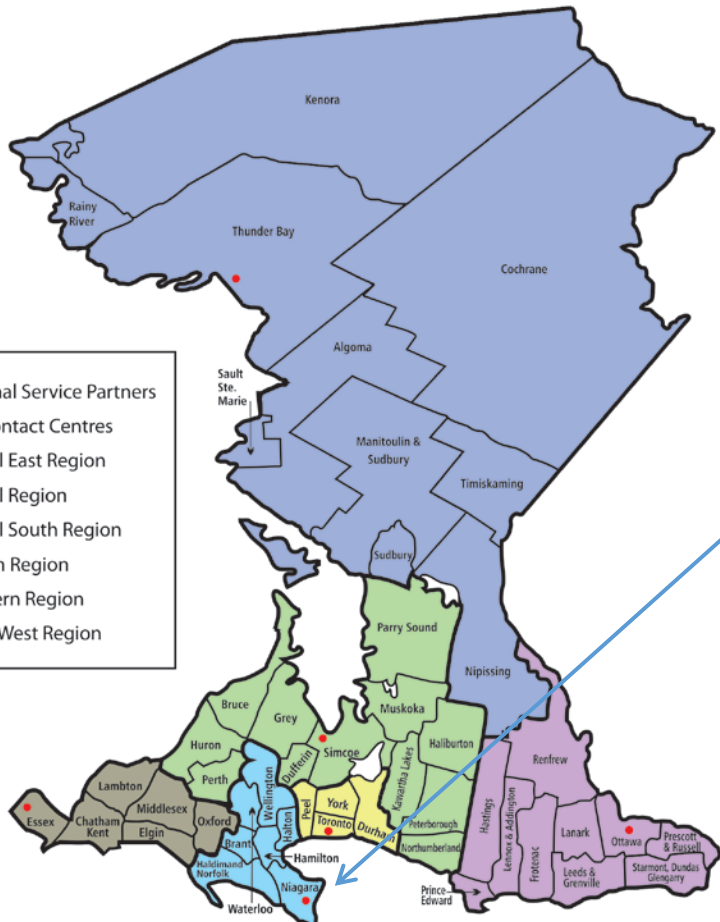
Guelph/Wellington

Haldimand County

Norfolk County

Brantford/ Brant

- 211 Regional Service Partners
- 211 Contact Centres
- Central East Region
- Central Region
- Central South Region
- Eastern Region
- Northern Region
- South West Region



January 2017

Funded by MCSS, some United Ways and municipalities

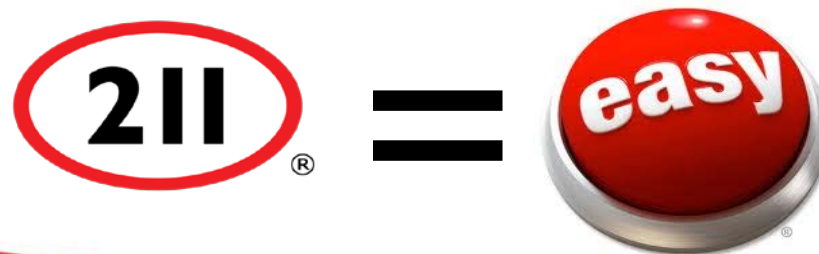


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What is 211?

- Single point of access to coordinated human service resources
- Free information and referral (I&R) to the most comprehensive database of community, social, health and related government services in Ontario
- Two ways to access service
 - Three-digit phone number: 2-1-1
 - Online service: www.211ontario.ca (new national 211.ca will bring together provincial databases under one umbrella)



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Key Features of 211

- **Targeted, live, confidential help:** all 211 phone calls answered by certified I&R specialists
- **Multilingual:** capable of serving in more than **150 languages**
- **Around-the-clock access:** available 24/7/365
- **Standards-driven:** all 211 centres must meet the quality assurance standards of the Alliance of Information and Referral Systems (AIRS)
 - demands specialized training, quality assurance procedures, effective management practices, and program evaluation



When you don't know
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Components of 211 Service



Public Inquiry

1



Online Directories

2



Caller Needs

3



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211 Ontario : Built from the Community-Up

- Telephone service delivered through 6 Regional Service Partners (RSPs)
- Service data collected locally (through 36 data partners), managed regionally (RSPs), governed provincially (211 Ontario) and aligned nationally
- Service delivery model leverages the expertise and capacity of local organizations for the benefit of callers/online visitors across the province
- Funded by MCSS, some United Ways and municipalities

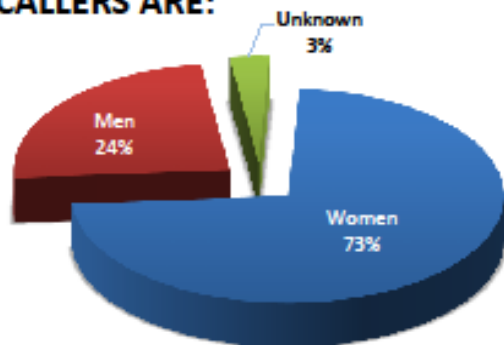


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Free ♦ Confidential ♦ 24/7/365 ♦ up to 150 languages

3,272 calls OR 6% of all calls in Central South

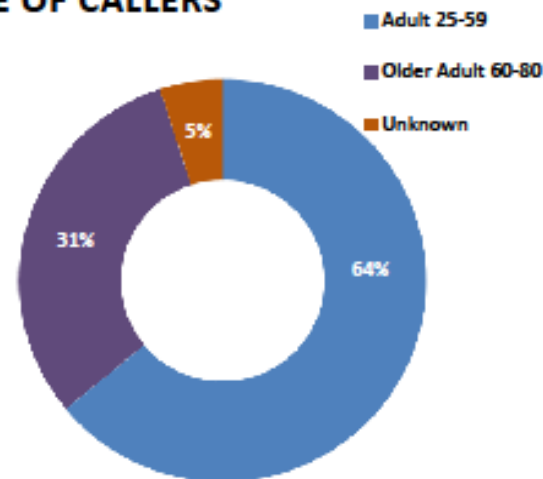
CALLERS ARE:



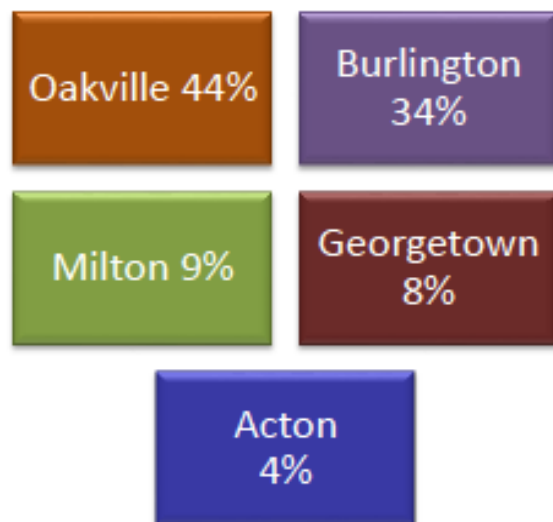
Types of Calls:

- 51 calls required advocacy
- 23 calls required warm transfer
- 1 calls related to endangerment
- 17 calls required follow-up

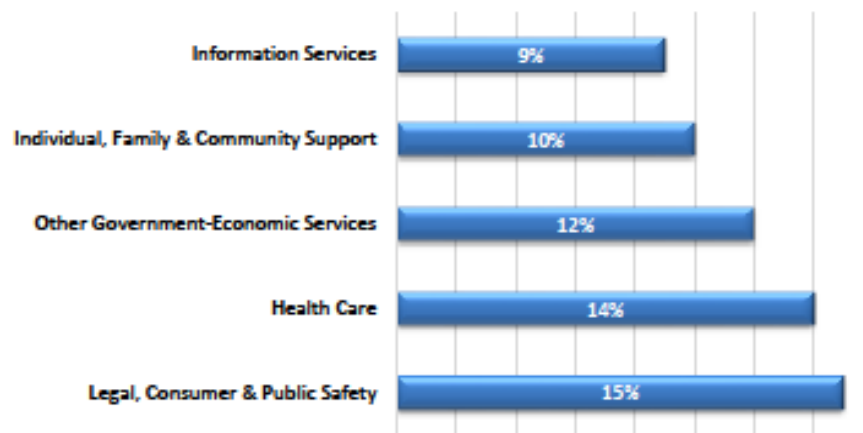
AGE OF CALLERS



WHERE PEOPLE ARE CALLING FROM:



TOP 5 REASONS FOR CALLING



Caller comments:

- “This service is such a lifeline. I am so grateful for your help. I’ve been struggling for 6-7 years and its nice to know your service is there.”
- “First, I want to say that I cannot believe I dialled a 3 digit number and it worked; I’m shocked!”
- “Thanks, I wouldn’t have had a clue where to start if it weren’t for you.”
- “I’m so embarrassed and can’t talk to my friends and have no family. You made me feel so much better about the situation and I really appreciate you not judging me.”



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Questions ?



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Thank You!

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www.incommunities.ca