

# The Retired Teachers of Ontario/ Les enseignantes et enseignants retraités de l'Ontario (RTO/ERO)



When you don't know  
where to turn.

## *211 and Accessing Resources in Your Community*



Karen Milligan and Faed Hendry



**Make the Connection. Call 2-1-1**

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

[www.211Ontario.ca](http://www.211Ontario.ca)



# The N11 Numbering System

- An N11 code or N11 number (said as "N-one-one") is a special abbreviated three digit telephone numbers within the North America Numbering Plan which allows for access to special services.
- In Canada, N11 numbers are assigned by the Canadian Radio-Television Telecommunications Commission.
- The 2-1-1 number was assigned by the CRTC in 2000 to act as the three digit number for information and referral to health, social, government and community-based services.



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# The N11 Numbering System

- ✓ 9-1-1 ✓ Emergency Services
- ✓ 8-1-1 ✓ Non-urgent Health Care Telephone Service
- ✓ 7-1-1 ✓ Message Relay Service (MRS) for the deaf
- ✓ 6-1-1 ✓ Telephone Repair & Customer Service
- ✓ 5-1-1 ✓ Ministry of Transportation Road & Highway
- ✓ 4-1-1 ✓ Directory Assistance
- ✓ 3-1-1 ✓ Municipal Government Services
- ✓ 2-1-1 ✓ Social and Community Services



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# About 211

- 211 is a telephone helpline and online database that provides a gateway to community, social, health and government services.
- It is available 24/7/365 in over 150 languages
- Staffed by certified professionals and adheres to *Standards and Quality Indicators for Professional Information and Referral*



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# Why 211?

- By creating easy access to comprehensive, up-to-date information and data about human services, decision-makers - whether households, communities or governments - can make better informed decisions about the choices facing them, before problems spiral into a crisis.
- For callers, is an easy to remember number with a live answer
- Means of identifying gaps in service and unmet needs.



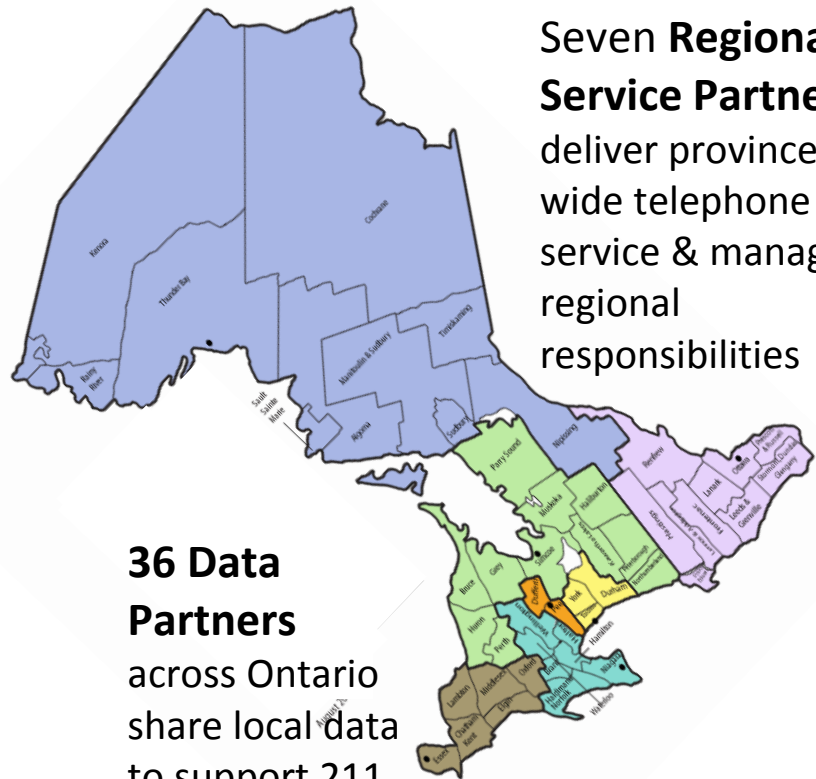
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# 211 Ontario : Built from the Community-Up

**Ontario 211 Services** (based in Toronto) provides coordination for the Ontario system, including funding oversight (Ontario Ministry of Community and Social Services, Ontario United Ways & Municipalities)



**Aligned nationally**



**Seven Regional Service Partners** deliver province-wide telephone service & manage regional responsibilities

**36 Data Partners** across Ontario share local data to support 211 service delivery



# Type of 211 Inquiries

- Addictions
- Child Care
- Counselling
- Education
- Employment
- Financial Programs
- Food Programs
- Government Programs
- Health Services
- Hostels/Shelters
- Housing
- Immigration
- Legal Services
- Senior Services
- Transportation
- Volunteerism



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# Inclusion/Exclusion Criteria

Inclusion in the 211 database includes organizations and programs that primarily:

- Provide a direct service to the public
- Are not-for-profit, community or government organizations
- Are networks or coalitions of direct service providers
- Are involved in licensing or coordinating direct services

Inclusion in the database is free



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# Priority Services

- Food, clothing and shelter
- Emergency assistance
- Crisis intervention
- Financial assistance
- Legal & correctional services
- Victim services
- Immigrant & refugee services
- Physical & mental health services
- Employment & training services
- Home support services
- Transportation services
- Child care
- Access to permanent affordable housing

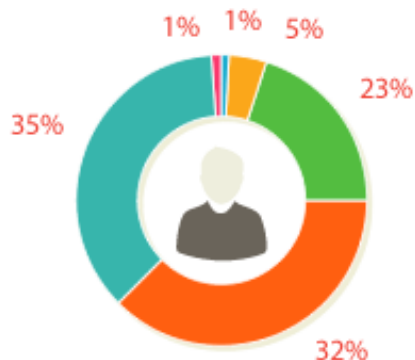


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# 211's Impact: Meeting Public Needs

## Who calls 211?

Age of person needing assistance



- 6 years or under
- 7 to 12 years
- 13 to 21 years
- 22 to 35 years
- 36 to 54 years
- 55 years or older
- Refused/Don't know

Income of person needing assistance



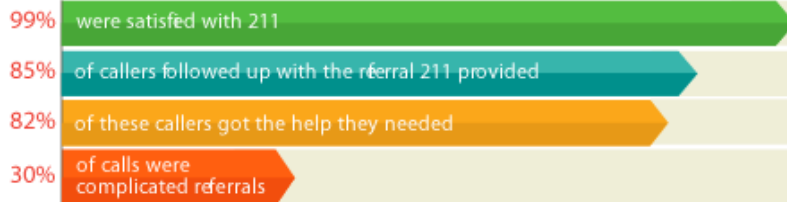
## Why people called 211 in 2014

- Health 75,193 calls
- Income and Financial Assistance 55,154 calls
- Housing Help 49,459 calls
- Legal & Public Safety 40,469 calls
- Community Services 36,770 calls
- Individual & Family Services 36,027 calls
- Federal Government 31,450 calls
- Provincial Government 31,371 calls
- Mental Health & Addictions 30,976 calls
- Municipal Government 23,123 calls



## Caller Satisfaction

- Results from SQM caller satisfaction survey



World-class certified (3 years)  
Highest customer satisfaction (4 years)



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