



Central East Ontario

2014 – YEAR END

CSSSJSSC16-004 - Appendix B

211 is a free, 24/7 helpline that provides information, assistance and referrals so people can access the services they need in their community

### During 2014:

**56,000** - calls, chats, emails & walk-ins

**26,900** - referrals made to organizations

**452** - callers received **follow-up** calls

**36** - callers transferred to **crisis/distress** lines

**19** - callers received **interpretation** services

**16** - callers requested **advocacy** support



- #1 Financial Assistance
- #2 Utilities & Housing
- #3 Health Services
- #4 Legal Services
- #5 Home Supports
- #6 Provincial Government
- #7 Mental Health/Addictions
- #8 Food Programs
- #9 Transportation
- #10 Federal Government

### Central East Caller Needs

**A Caller's Story** – A homeless male adult in Owen Sound called 211 seeking help to buy a bus ticket to Midland. He was staying at a shelter in Owen Sound, had secured an apartment in Midland but could not afford the bus ticket to get there. 211's Information Specialist connected the caller with an organization that could help with a bus ticket. The next day the caller called back to 211 to say he now had a bus ticket, but was looking for free lunch programs in Owen Sound and also where could he get food assistance when he arrived in Midland. The caller was provided referrals to free lunch programs in Owen Sound and the food bank Midland. The caller was reminded that once he was in Midland, he could still call 211 for help. The caller was thankful for all the help 211 provided.

### Contacts by County in Central East Region

<b>Simcoe</b>	33,415	<b>Haliburton</b>	264	<b>Huron</b>	810
<b>Muskoka</b>	1,812	<b>Kawartha Lakes</b>	1,147	<b>Perth</b>	1,224
<b>Bruce</b>	3,458	<b>Peterborough</b>	1,938	<b>Parry Sound</b>	471
<b>Grey</b>	9,134	<b>Northumberland</b>	1,161	<b>Outside Region</b>	1,166

Community Connection is one of seven regional organizations that provide the awarding winning, province-wide service for 211 Ontario. Community Connection serves the Central East Region which includes Perth, Huron, Bruce, Grey, Simcoe, Muskoka, Parry Sound, Haliburton, Kawartha Lakes, Peterborough and Northumberland Counties.



When you don't know  
where to turn.

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

Free | Confidential | 24/7 | 150+ Languages | Live Answer  
www.211Ontario.ca | TTY: 1.888.340.1001

