

Community Information Services

Learn more about 211

Navigators findhelp
community provides agency health people youth local information



What is Community Information Services?

- United Way partnership with the City and County of Peterborough
- Delivers timely and relevant information services to local residents and organizations
- Promotes community volunteerism by indexing volunteer opportunities in Peterborough Area
- Provides referrals individuals looking for information on human and social services
- Publishes the Bluebook every two years
- Oversees the Emergency Volunteer Registry



Local Impact of Information Services

- 385,628 searches for human social service info
- 43,721 searches for volunteer opportunities
- UW PTBO manages 1129 information records



Stats are for Jan 1 - Aug 31, 2011

Our Relationship to 211

- Provides free, confidential, 24-7 multilingual access to information about community, social, health and related government services.
- Certified information specialists, assess each caller's needs and link them to the best available services and programs
- UW Ptbo responsible for the collection of local data used by 211 Central East Ontario



Reasons for Local Calls to 211

1. Government Info 26.5%
2. Financial Assistance 11.3%
3. Recreation 7.9%
4. Community Services 7.3%
5. Health 7.3%
6. Mental Health 7.3%
7. Food 6.0 %
8. Housing 5.3 %
9. Legal 4.6 %
10. Addictions 2.6%



Top 5 Reasons Why Ontarians Call 211

- Health
- Income and Financial Assistance
- Housing
- Community Services
- Legal and Public Safety



Unmet Needs in Peterborough Identified by 211

- Miscellaneous services
- Utility Arrears
- Rent Assistance
- Transportation



Questions...

