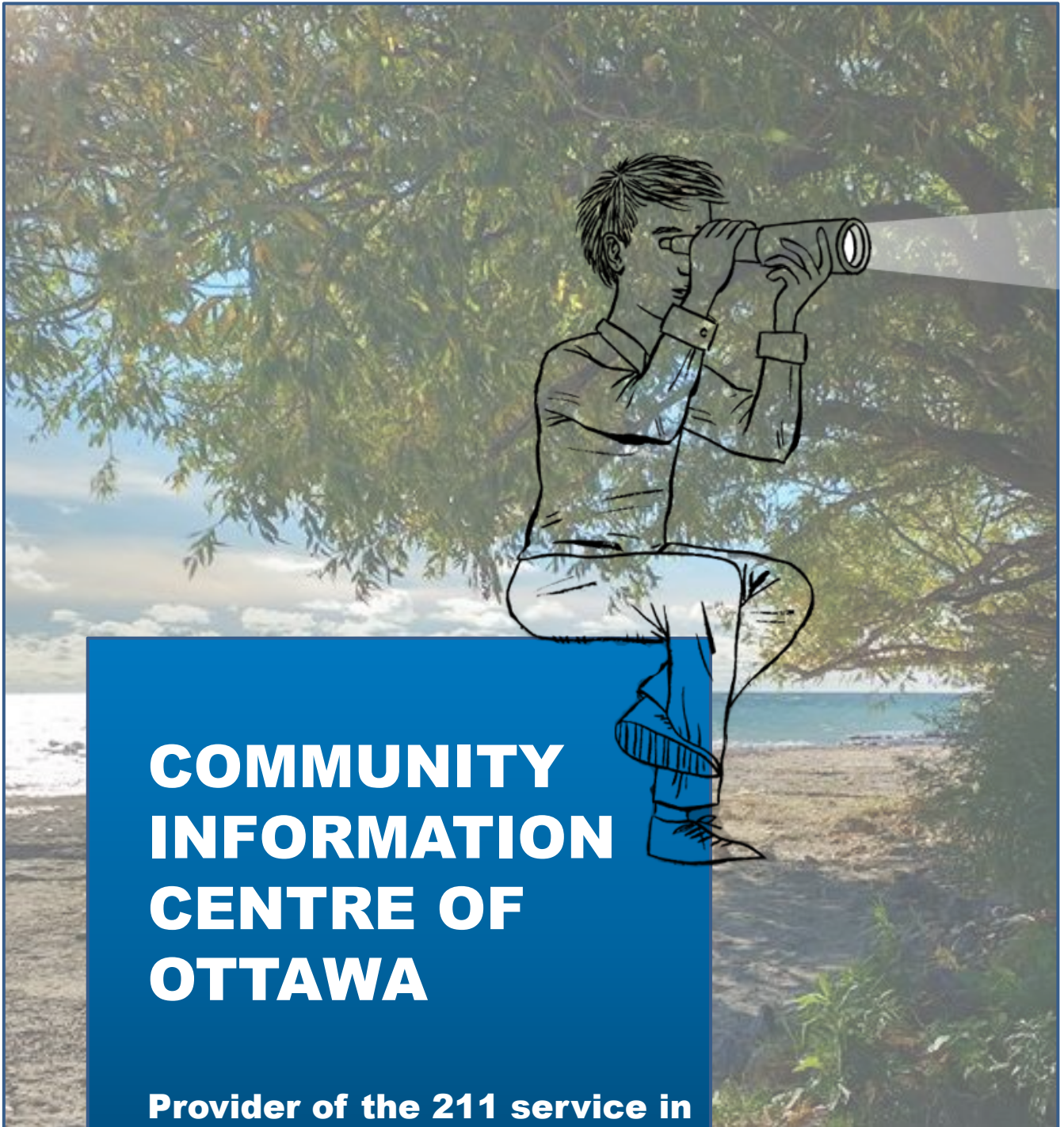


2016



COMMUNITY INFORMATION CENTRE OF OTTAWA

NEEDS AND TRENDS



COMMUNITY INFORMATION CENTRE OF OTTAWA

**Provider of the 211 service in
Eastern Ontario**



Eastern Region at a Glance

What is 211 Ontario?

- 211Ontario is a non-profit organization helping to connect people to social, health and government services in the province. 211 offers free and confidential information and referral services through a multilingual helpline and an online database.

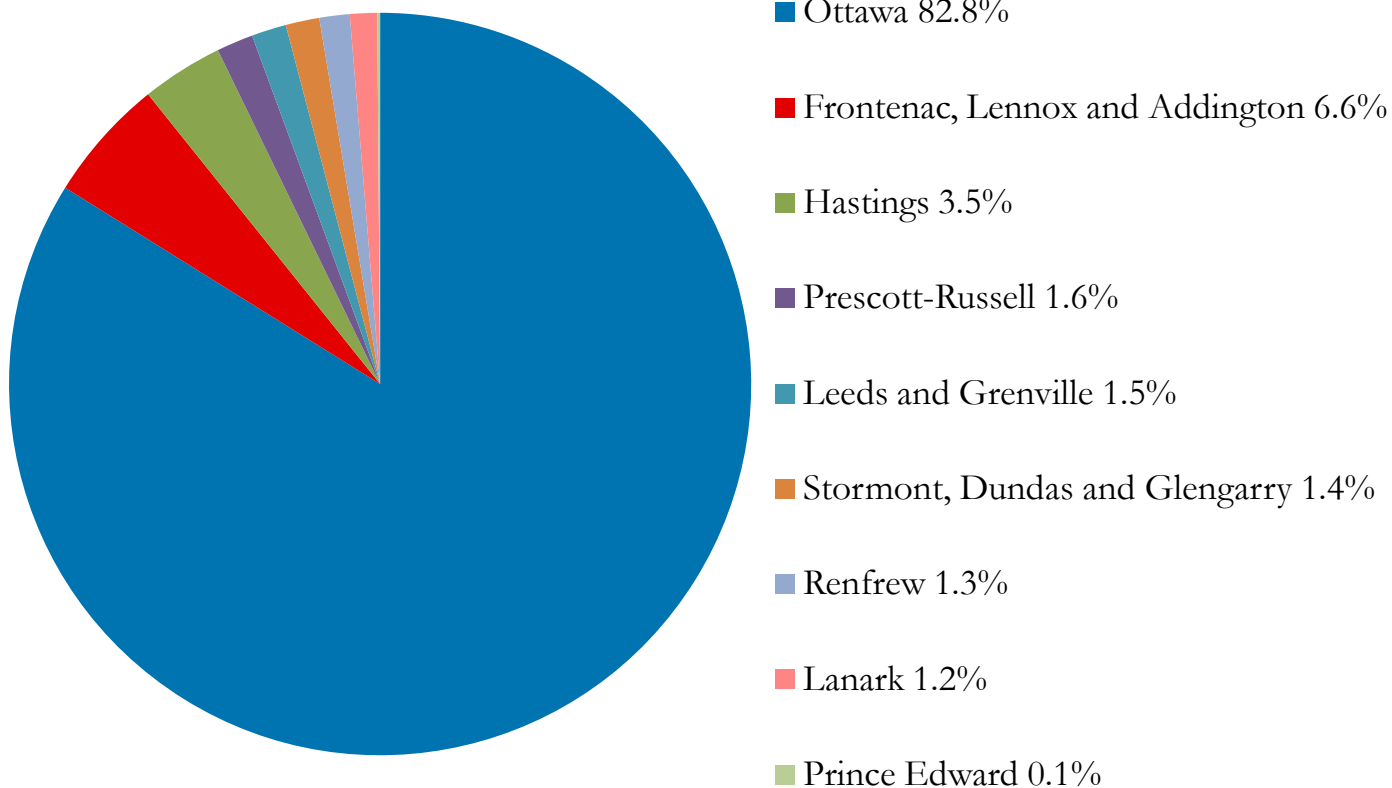
What is the Community Information Centre of Ottawa?

- The Community Information Centre of Ottawa (CICO) is the 211 regional service provider in Eastern Ontario.. An information and referral leader since 1974, it was part of the group spearheading the introduction of the 211 service in Canada in 2002.

What are unmet needs?

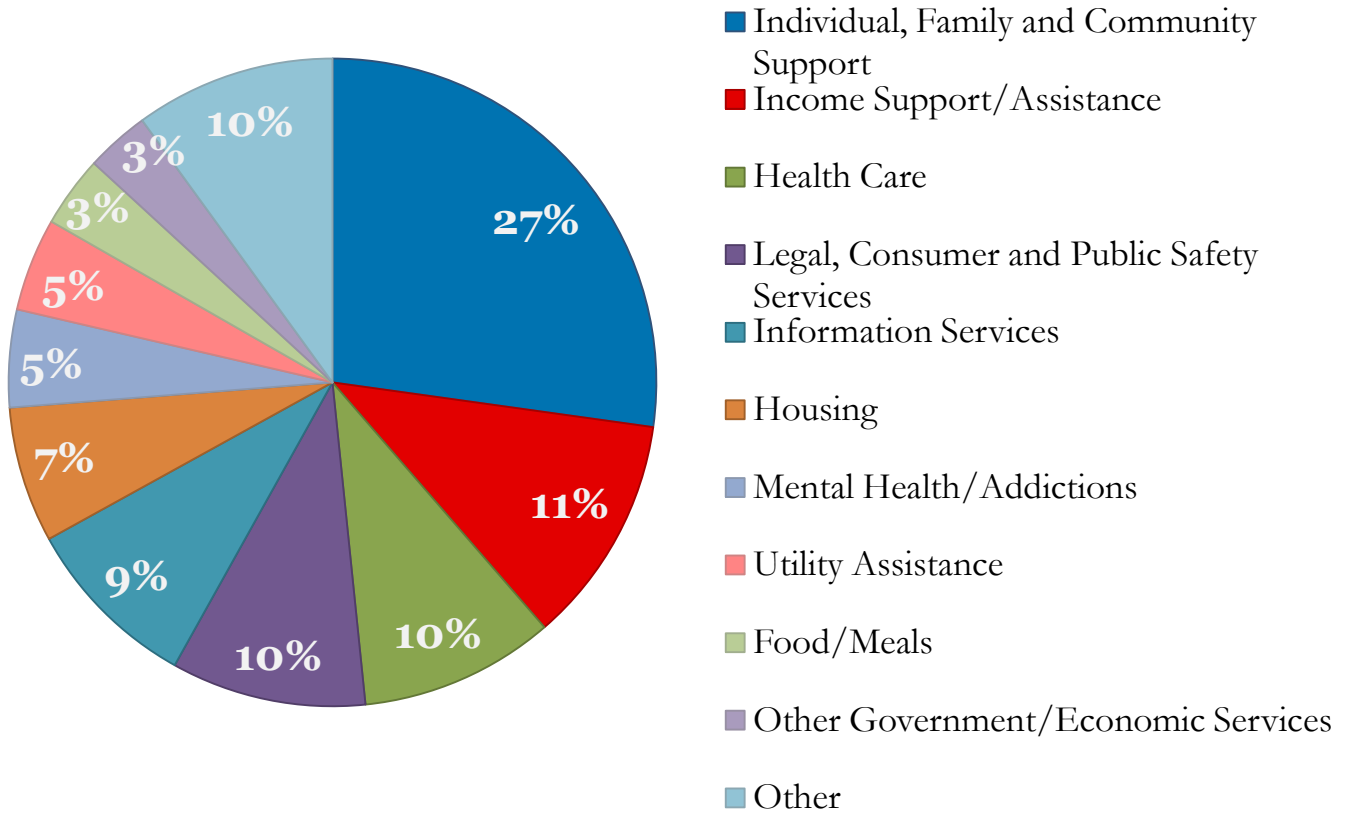
- Unmet needs are tracked when no resources are available to meet an inquirer's assessed needs. Patterns of unmet needs help to identify gaps at the service delivery system level.

Location of Callers

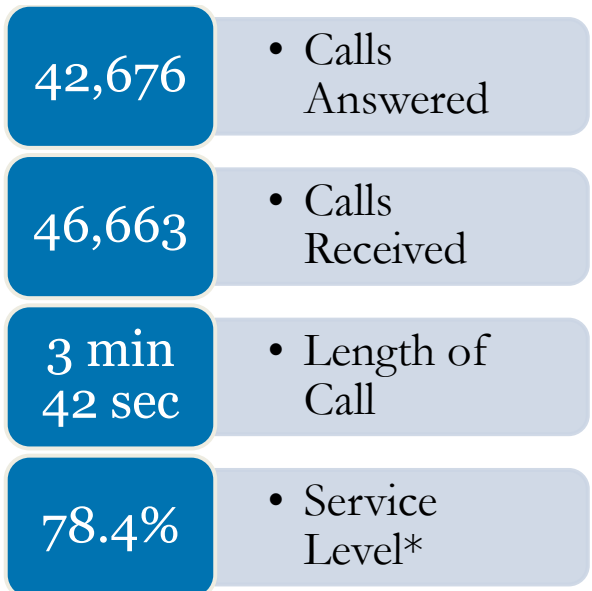
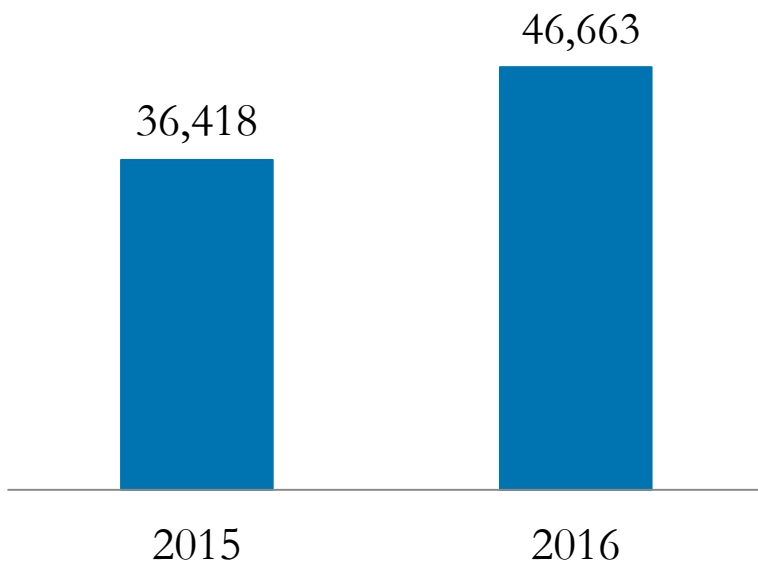


Eastern Region at a Glance

Total Needs Identified



History of Calls Received



*Service level is the percentage of calls answered within a specific time. CICO's target is 85% of calls answered within 45 seconds.

Eastern Region at a Glance

Call Outcome

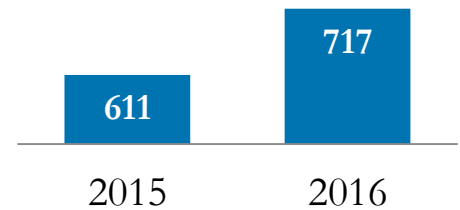
A woman called 2-1-1 since she was running out of food and had no money for groceries until the end of the month. Compassionate to her anxiety, the Information and Referral Specialist researched a nearby food bank, but discovered it was only open two days per month, and the upcoming dates were too far away. A solution was found at a nearby church which offered emergency food vouchers. The next day, the agent followed up with the woman to ensure she had received help. The woman was pleased with the voucher and said that knowing 2-1-1 was there to help had “eased her worries.”

Unmet Needs

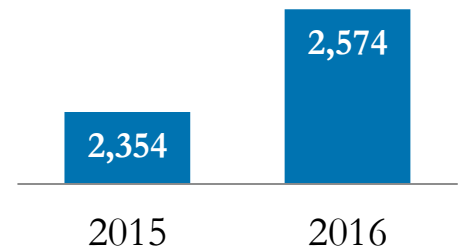
Feeling overwhelmed because he had received a notice of disconnection from his electricity service provider, a man called 2-1-1. The agent referred him to a program offering financial assistance for his arrears and one that would put his disconnection notice on hold. The agent made a follow-up call a few days later and discovered that the caller was not eligible for the programs because his household income was slightly above the limit. The I&R Specialist tried to find other alternatives to help the caller save money, but was unable to find another resource to help with his hydro arrears. This unmet need was documented and the information was sent to funders.

CICO in Social Media

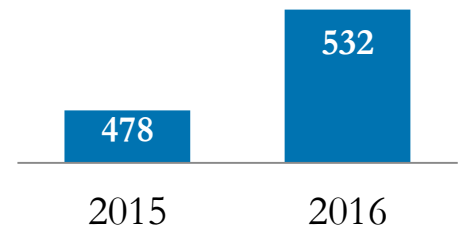
Facebook Likes



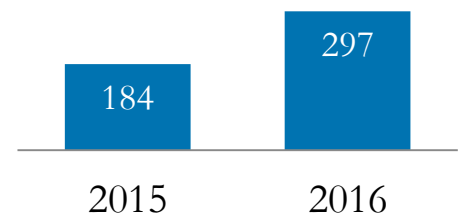
Twitter Followers



Live Chat



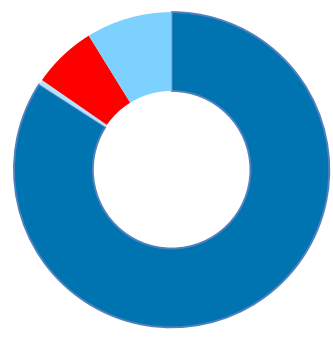
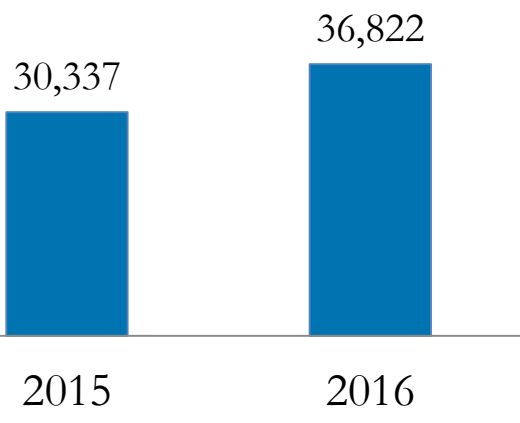
E-mail Request



Community Snapshots

Ottawa

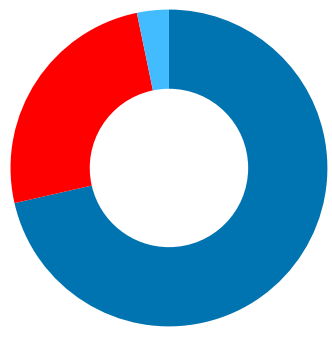
Annual Call Volume



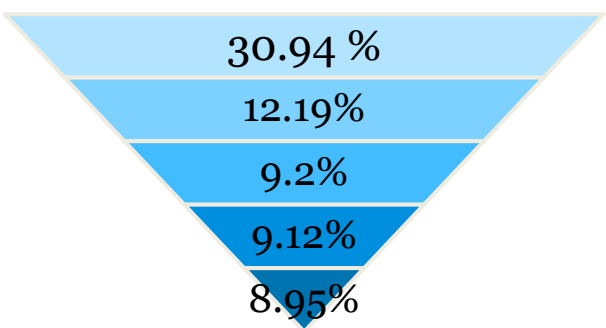
- Adult 84.2%
- Child/Youth 0.51%
- Older Adult 6.56%
- Unknown 8.81%

Language:
 English: 89.42%
 French: 10.31%

Types of calls:
 Information and Referral: 66.67%
 Information Only: 27.56%

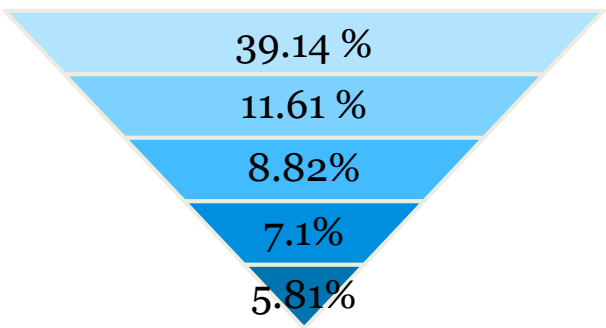


- Female 71.44%
- Male 25.31%
- Unknown 3.25%



Met Needs

- Individual, Family and Community Support
- Income Support/Assistance
- Legal, Consumer and Public Safety Services
- Information Services
- Health Care



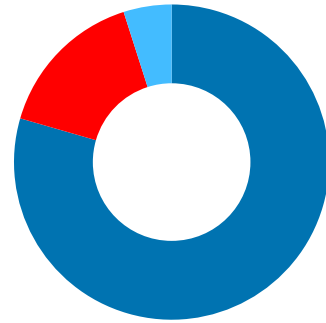
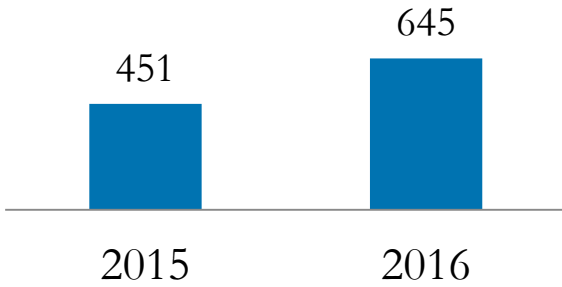
Unmet Needs

- Individual, Family and Community Support
- Health Care
- Income Support/Assistance
- Housing
- Mental Health/Addictions

Community Snapshots

Stormont, Dundas and Glengarry

Annual Call Volume



- Adult 79.34%
- Older Adult 15.57%
- Unknown 4.92%

Language:

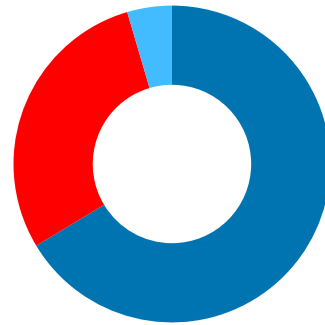
English: 93.71%

French: 6.29%

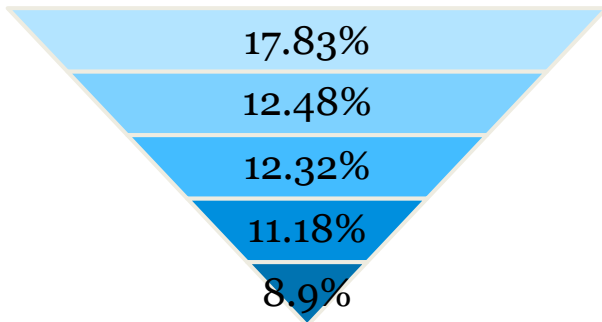
Types of calls:

Information and Referral: 71.15%

Information Only: 22.34%

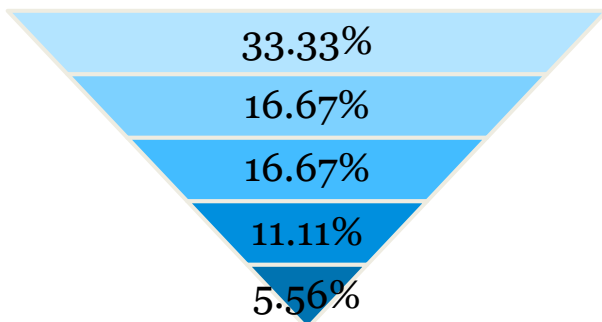


- Female 66.38%
- Male 29.07%
- Unknown 4.56%



Met Needs

- Health Care
- Legal, Consumer and Public Safety Services
- Utility Assistance
- Mental Health/Addictions
- Information Services



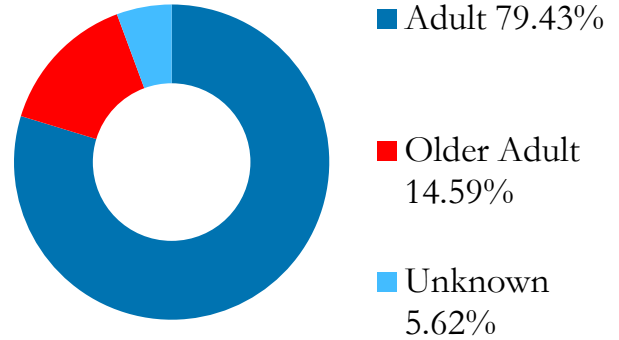
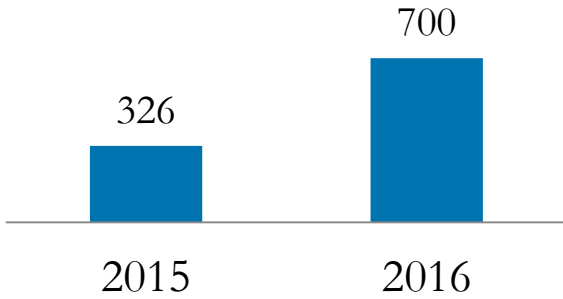
Unmet Needs

- Housing
- Individual, Family and Community Support
- Utility Assistance
- Health Care
- Mental Health/Addictions

Community Snapshots

Prescott-Russell

Annual Call Volume

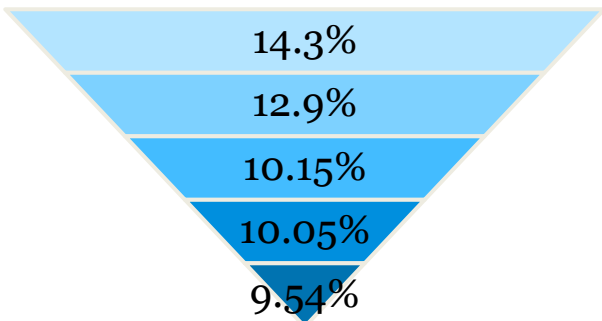
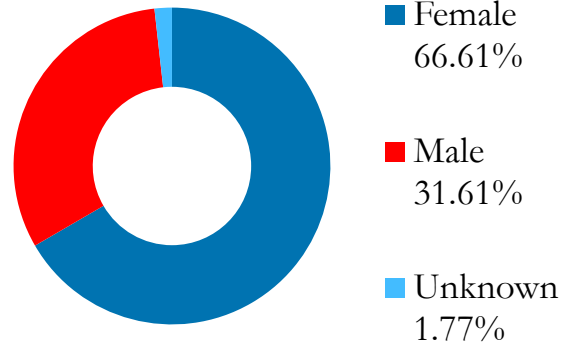


Language:

English: 59.68%
 French: 40.32%

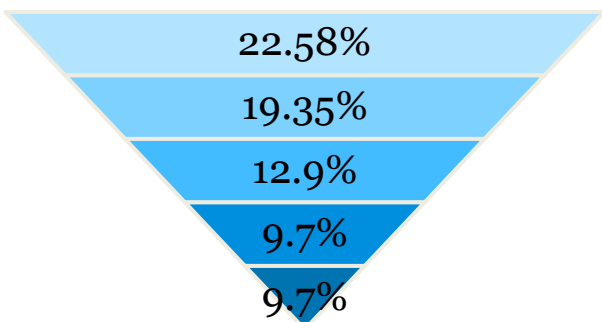
Types of calls:

Information and Referral: 79.35%
 Information Only: 16.61%



Met Needs

- Transportation
- Health Care
- Utility Assistance
- Legal, Consumer and Public Safety Services
- Housing



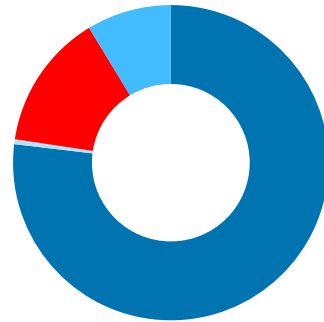
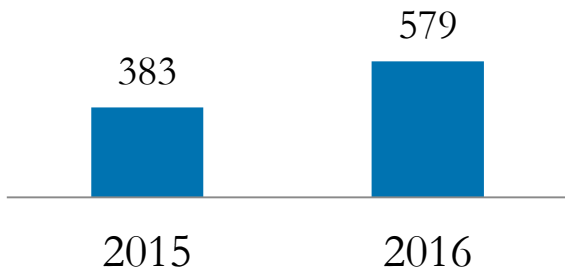
Unmet Needs

- Health Care
- Utility Assistance
- Individual, Family and Community Support
- Housing
- Clothing, Personal, Household Needs

Community Snapshots

📍 Renfrew

Annual Call Volume



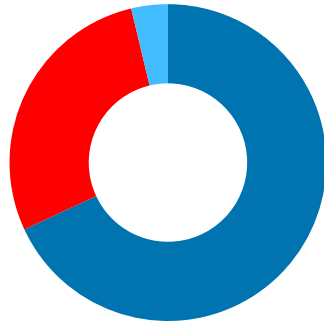
- Adult 76.87%
- Child/Youth 0.5%
- Older Adult 13.95%
- Unknown 8.67%

Language:

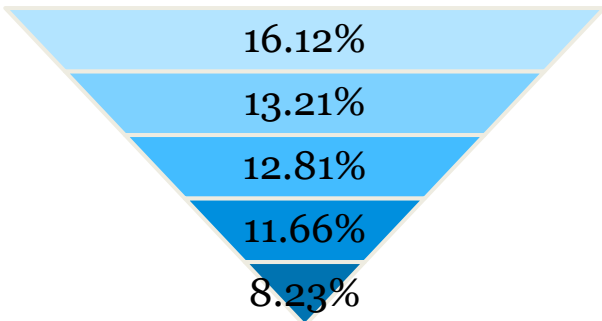
English: 98.6%
 French: 1.4%

Types of calls:

Information and Referral: 72.26%
 Information Only: 17.72%

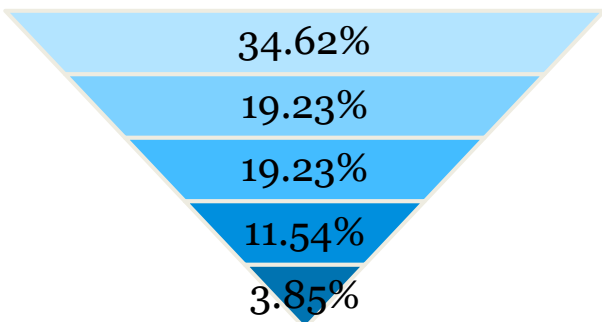


- Female 68.07%
- Male 28.21%
- Unknown 3.73%



Met Needs

- Utility Assistance
- Housing
- Health Care
- Legal, Consumer and Public Safety
- Income Support/Assistance



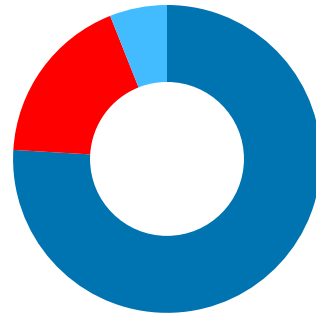
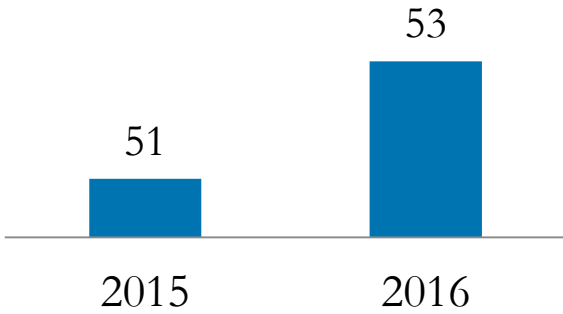
Unmet Needs

- Utility Assistance
- Health Care
- Housing
- Food/Meals
- Income Support/Assistance

Community Snapshots

📍 Prince Edward

Annual Call Volume



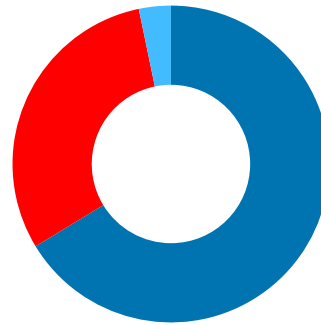
- Adult
75.94%
- Older Adult
18.05%
- Unknown
6.02%

Language:

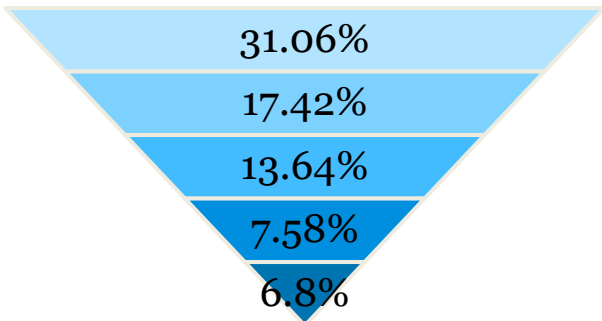
English: 100%
French: 0%

Types of calls:

Information and Referral: 83.7%
Information Only: 10.87%

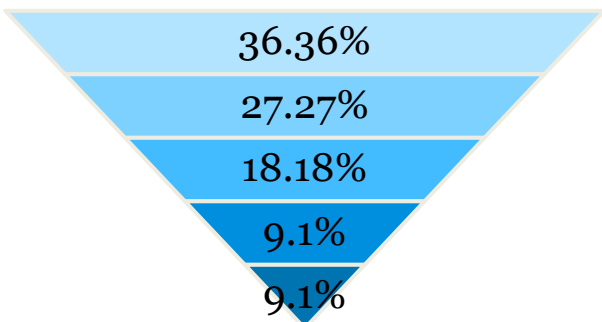


- Female
66.3%
- Male
30.43%
- Unknown
3.26%



Met Needs

- Utility Assistance
- Legal, Consumer and Public Safety Services
- Housing
- Income Support/Assistance
- Health Care



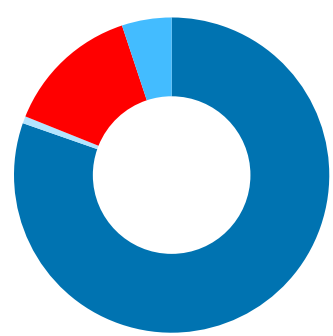
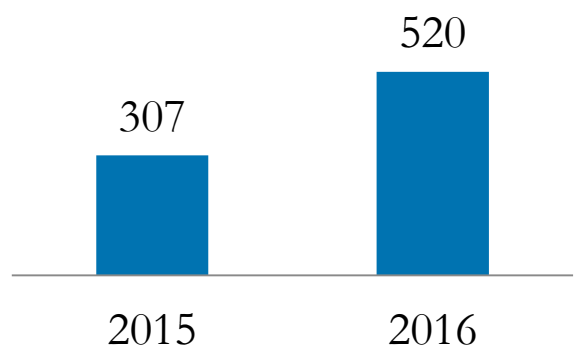
Unmet Needs

- Utility Assistance
- Housing
- Transportation
- Health Care
- Income Support/Assistance

Community Snapshots

📍 Lanark

Annual Call Volume



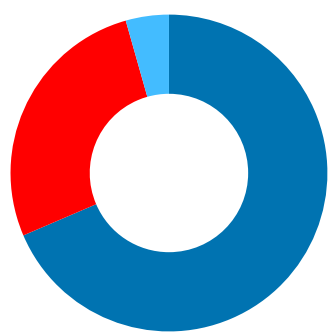
- Adult 80.34%
- Child/Youth 0.73%
- Older Adult 13.83%
- Unknown 5.1%

Language:

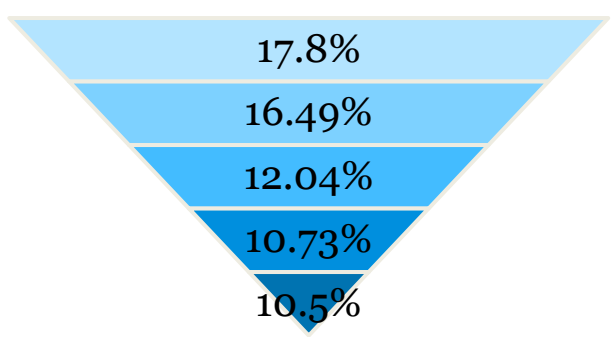
English: 98.37%
 French: 0.67%

Types of calls:

Information and Referral: 71.07%
 Information Only: 19.5%

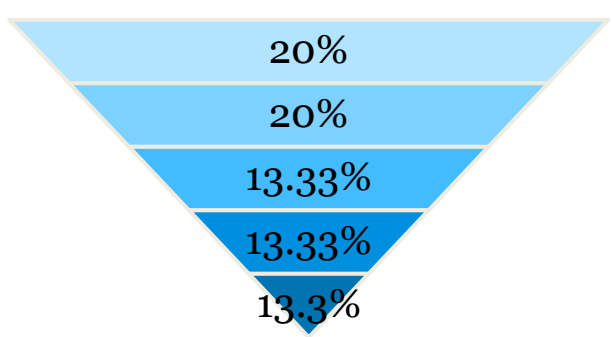


- Female 68.55%
- Male 27.04%
- Unknown 4.4%



Met Needs

- Utility Assistance
- Health Care
- Housing
- Individual, Family and Community Support
- Legal, Consumer and Public Safety Services



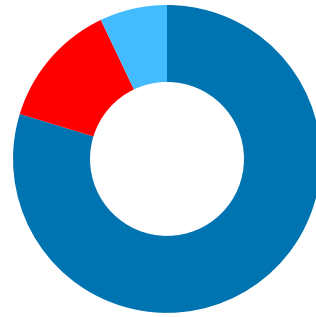
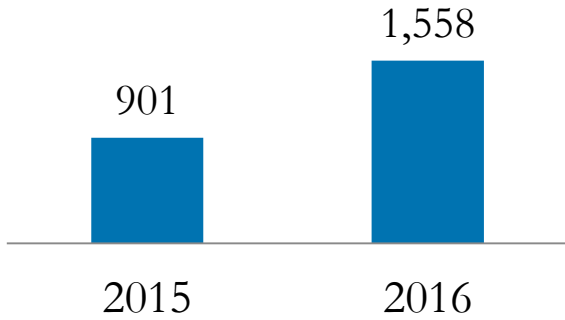
Unmet Needs

- Utility Assistance
- Health Care
- Food/Meal
- Education
- Individual, Family and Community Support

Community Snapshots

📍 Hastings

Annual Call Volume



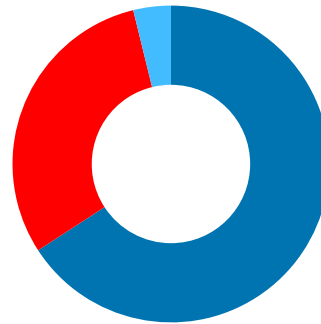
- Adult 79.6%
- Older Adult 13.19%
- Unknown 7.06%

Language:

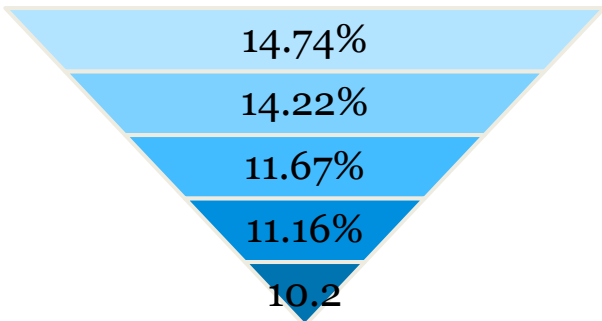
English: 99.4%
 French: 0.6%

Types of calls:

Information and Referral: 69.96%
 Information Only: 20.97%

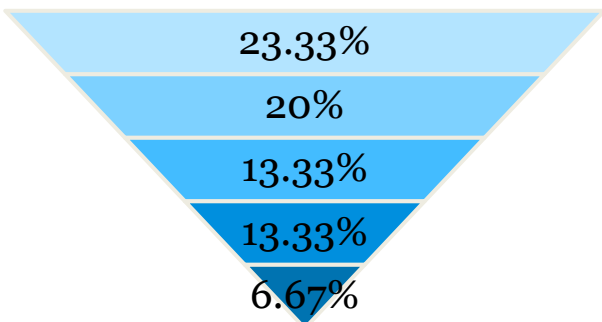


- Female 65.83%
- Male 30.34%
- Unknown 3.83%



Met Needs

- Health Care
- Utility Assistance
- Housing
- Legal, Consumer and Public Safety Services
- Mental Health/Addictions



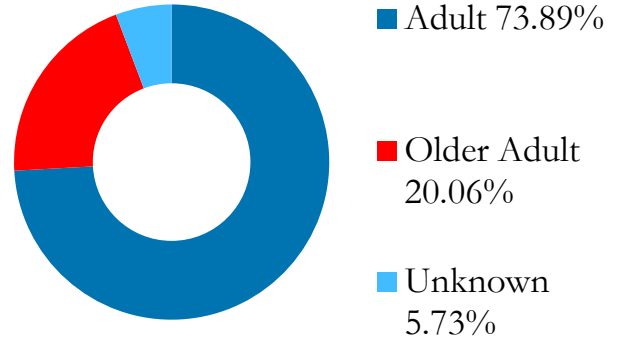
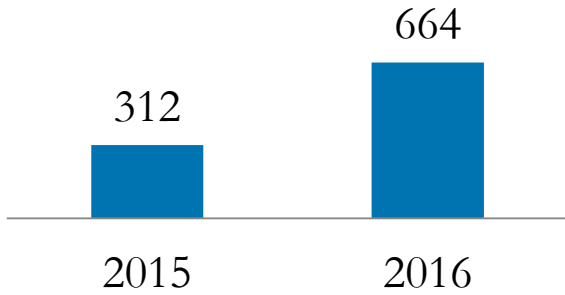
Unmet Needs

- Health Care
- Utility Assistance
- Housing
- Mental Health/Addictions
- Transportation

Community Snapshots

Leeds and Grenville

Annual Call Volume

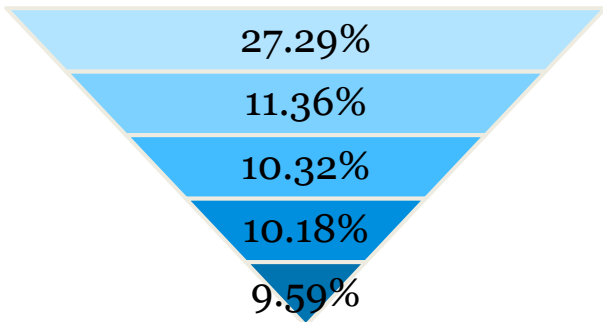
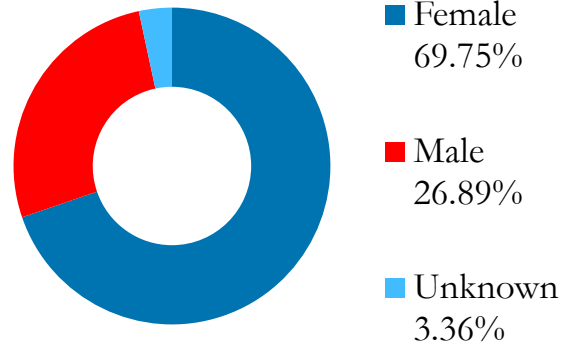


Language:

English: 99.79%
 French: 0.21%

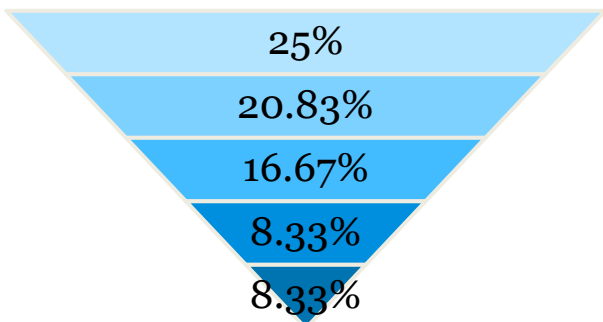
Types of calls:

Information and Referral: 72.48%
 Information Only: 20.8%



Met Needs

- Utility Assistance
- Housing
- Legal, Consumer and Public Services
- Health Care
- Income Support/Assistance



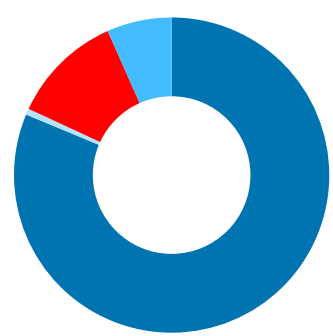
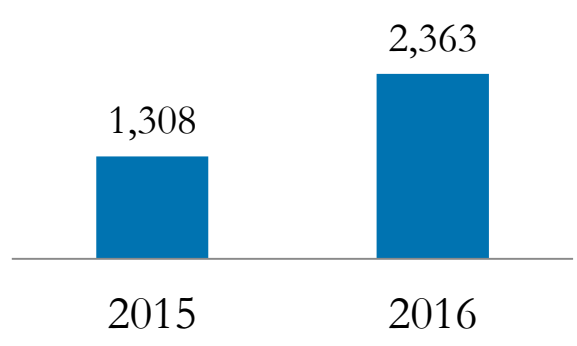
Unmet Needs

- Utility Assistance
- Housing
- Individual, Family and Community Support
- Health Care
- Other Government/Economic Services

Community Snapshots

📍 Frontenac, Lennox and Addington

Annual Call Volume



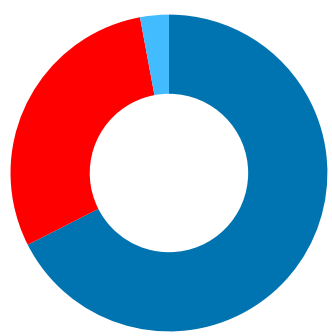
- Adult 81.27%
- Child/Youth 0.63%
- Older Adult 11.45%
- Unknown 6.65%

Language:

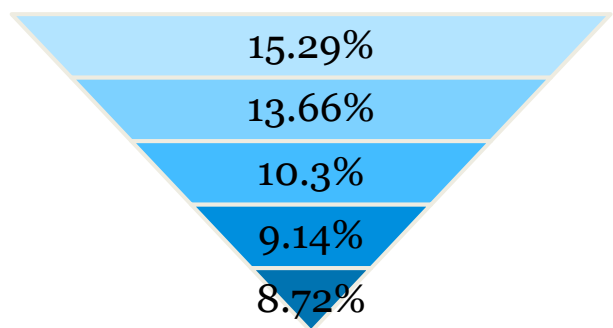
English: 98.78%
 French: 1.16%

Types of calls:

Information and Referral: 63%
 Information Only: 28.51%

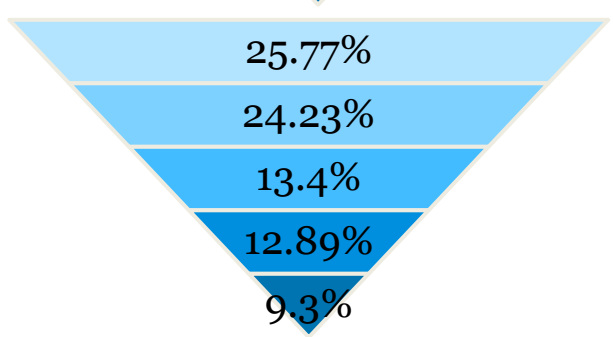


- Female 67.52%
- Male 29.55%
- Unknown 4.4%



Met Needs

- Legal, Consumer and Public Safety Services
- Health Care
- Housing
- Individual, Family and Community Support
- Income Support/Assistance



Unmet Needs

- Health Care
- Housing
- Transportation
- Utility Assistance
- Individual, Family and Community Support

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Please note that the statistics in this report represent a sample of the calls from the 211 Eastern Ontario region. The scenarios have been modified to protect the confidentiality of our clients. CICO tracks calls for statistical purposes only and does not collect information on the identity of callers.

Community Information Centre of Ottawa

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info@cominfo-ottawa.org

211 Eastern Region is graciously supported by:

