

211 FACT SHEET

WHAT IS 211?

211 is Canada's most comprehensive and reliable source of information on government and community-based health and social services and helps to navigate the complex network of human services quickly and easily, 24 hours a day, 7 days a week, in over 150 languages. It is collectively supported through a partnership between various levels of government and United Ways across North America in order to connect people to essential services and build stronger communities.

WHERE IS 211 AVAILABLE?

Growing into a national service, 211 currently serves residents in:

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| <input checked="" type="checkbox"/> Alberta | <input checked="" type="checkbox"/> Nunavut |
| <input checked="" type="checkbox"/> British Columbia | <input checked="" type="checkbox"/> Ontario |
| <input checked="" type="checkbox"/> Manitoba | <input checked="" type="checkbox"/> Quebec |
| <input checked="" type="checkbox"/> New Brunswick | <input checked="" type="checkbox"/> Saskatchewan |
| <input checked="" type="checkbox"/> Nova Scotia | <input checked="" type="checkbox"/> Coming soon - PEI |



WHO IS 211 FOR?

A wide range of Canadians needing help

211 serves all people and is particularly useful for those who experience barriers to accessing services.

Over two-thirds of service users are women and a disproportionate number are newcomers. Three quarters of users have multiple service needs, and more than half indicate that government assistance is their primary source of income.

Agencies and front-line workers

211 helps service providers understand community needs and get accurate information about their programs to Canadians.

Front-line workers - agency staff, police and paramedics, doctors and teachers - use 211 to connect their clients with community resources.

Planners and decision-makers

Data drives planning and innovation in the social and community services sector.

211 captures valuable information about the resources Canadians need and the services available in local communities, offering unique insight to inform planning and decision-making.

HOW CAN YOU ACCESS 211?

- The 211 service is available everywhere in Ontario. Dial the three-digit number 2-1-1, search for services online and chat, text, or email (gethelp@211ontario.ca) with a 211 Navigator. Visit 211Ontario.ca to learn more about the service and the access channels across Ontario.

▶ WHAT VALUE DOES 211 PROVIDE FOR THE COMMUNITY?

- 211 connects people to the right information and services, strengthens Canada's health and human services, and helps Canadians become more engaged with their communities.
- 211 has been operating in Canada since 2002, growing its reach to most areas of the country. Significant investments have been made by all levels of government, United Ways, and private sector partners to build this important piece of social infrastructure.
- 211 service providers collect and maintain high-quality and standardized data about the availability of services (resource data), as well as service needs. This data is regularly shared with other service providers and decision-makers to:
 - Inform investment and social policy; and
 - Reduce duplication of data collection across the system.

▶ 211 IS A FULLY INTEGRATED PROVINCIAL SYSTEM OFFERING THE FOLLOWING KEY BENEFITS:

SIMPLE & TRUSTED NAVIGATION

for those who need help & social service agencies

Helping those in need understand and access the benefits and supports available to them quickly and easily (in a trusted, free, multi-lingual and confidential manner, available 24/7). 211 adheres to North American information and referral standards set out by the Alliance of Information and Referral Systems (AIRS) to ensure high quality user experience and seamless referrals across communication channels.

DATA CURATION

for social researchers & practitioners

Maintaining comprehensive inventories of government, health, social and community programs and services available across Canada, as well as demographic and needs data about those who use the service.

211 data helps to illuminate emerging service needs, identify resource or programming gaps, and shed light on the barriers to service access.

EVIDENCE-BASED REPORTING

for social planners & decision-makers

Providing planners and decision-makers with more information about community needs, geographic and demographic trends, and the impact of referrals to guide evidence-based service delivery planning and investment for a more responsive human services system.

211 Ontario has developed a Business Intelligence platform to visualize the provincial data and communicate it effectively to decision-makers. Read the 211 Ontario Annual Report to see examples of the data: www.211ontario.ca/about-211-ontario/our-services-annual-report/2017-2018/ or the joint Rural Ontario Institute-Ontario 211 Services Exploratory Report on Analyzing 211 Rural Unmet Service Needs: www.ruralontarioinstitute.ca/knowledge-centre/focus-on-rural-ontario