





# Central Region® 2018-19 ANNUAL REPORT

# THROUGH PARTNERSHIPS



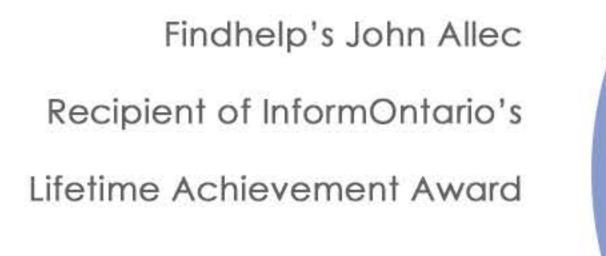


Through strong partnerships with more than 100 local, provincial, national and international colleagues, we expand our impact and evolve our understanding of the communities that we serve. Together we build innovative solutions to emerging challenges aligned with our vision -People Connected. Communities Strengthened.

Thank you for helping us create connections and solutions to build strong communities

## OUR IMPACT

We navigate people through the complexity of government, health, community and social services. Our certified navigators ensure that the pathway to well-being is a caring, positive and trusted one. Through digital innovation, we ensure online access to the most comprehensive database of services in Ontario for our navigators, partners and the public. We illuminate trends through business intelligence tools that collect non-identifying data on needs, unmet needs and client demographics that can inform and advance system change.





- Partnered to establish an anti-human trafficking provincial helpline and local data collaboration
- Provided user support for new donor platform in collaboration with United Way Worldwide and 211 St. Louis
- Launched 2019-21 Strategic Plan

OUR YEAR IN REVIEW

- Enhanced 24/7 access to autism and developmental service supports in partnership with Surrey Place
- Contributed to provincial and national 211 system building and transformation

**NAVIGATING THE** ROAD TO RECOVERY

Every day we receive calls from people struggling with the impacts of poverty on their health. In March, 211 received a call from a woman with a serious, chronic illness who needed transportation to her medical appointments. The Service Navigator asked a number of questions to see if other services might also help improve her overall health. She learned that the caller was struggling to make ends meet, so also referred her to local food banks and free meals for nutritious food, to seniors' programs to counter isolation, and to financial assistance to help maintain home ownership on her limited income. Poverty is the greatest indicator of poor health. It results in poor nutrition, stress, mental health issues, and barriers to accessing health and support services. Tackling such 'social determinants of health' contributes to wellness and healthier, stronger communities. Thanks to our 211 Service Navigator, this caller has the tools she needs to begin her road to recovery.

# 2018-19

## ANNUAL REPORT

#### TRAINING & OUTREACH



50+

COMMUNITY COLLABORATIONS

OUTREACH **ACTIVITIES** 

293

WORKSHOP **PARTICIPANTS** 

1,913

SOCIAL MEDIA **IMPRESSIONS** 

728,186

COMMUNITY REACH

7,305

**ONLINE TRAINING PARTICIPANTS** 

1,040

**PRESENTATIONS** DELIVERED

#### 211 ONLINE

**1M**+





**5K+** 

**AGENCY** RECORDS

#### **POWERED BY 211**

211 data is used by a wide variety of partners to provide innovative online directories to their users. 211 data helps users access settlement services, income support benefits & much more

## IMPACTING LIVES: CALL, CHAT, TEXT, EMAIL

Every hour of every day people search for services they need to build & sustain healthy lives. We know that for the most vulnerable, this can seem insurmountable.

#### SERVICE PARTNERSHIPS

2-1-1 1-855-272-0057 1-800-575-2222 1-866-925-5454 1-833-416-2273 1-844-287-9072 1-833-575-5437 1-855-372-3858 1-888-579-2888 1-866-887-0015

1-855-226-3904

1-866-366-9513

2-1-1

211 Central - Toronto, Durham, York & Peel 211 Ontario & Nova Scotia After Hours **UJA - DoortoDoor** MCCSS - ReportON Good2Talk - Post-Secondary Helpline **Ontario Caregivers Helpline Child & Youth Crisis Line** Surrey Place Children's Services **Development Services Ontario** MAG - Victim Support Line (VSL) MAG - Male Survivors of Sexual Abuse MAG - Independent Legal Advice for Sexual Assault Survivors Pilot Program

**Central Access for Withdrawal** 

**Ontario Human Trafficking Helpline** 

**Management Intake Service** 

CONTACTS 319k 210k 78k **SPECIALIZED** 2-1-1 LINES **ONTARIO ADVOCACY & FOLLOW-UPS** 

#### **TOP 5 CALLER NEEDS**













LEGAL /

**PUBLIC** SAFETY

## **TOP 5 LANGUAGES**

5. MANDARIN

4. ARABIC 1. ENGLISH

3. SPANISH

2. FRENCH



**PROGRAMS** 

MENTAL HEALTH /



**TOP 5 ONLINE SEARCHES** 

CHILD & **FAMILY** 



HOUSING



#### CALLER FEEDBACK

WOULD CALL 211 AGAIN

SATISFIED / **VERY SATISFIED** 

91%

RECEIVED REFERRAL

FOLLOWED UP ON REFERRAL

85%

## **NEW THIS YEAR**



#### SERVICE EXPANSION

Surrey Place Children's Services 24/7 Intake MAG Independent Legal Advice **UJA DoortoDoor** 



## SERVICE ACCESSIBILITY

Launched integrated chat & text to advance 211's efforts to improve service accessibility & expand impact

#### PARTNERS & SUPPORTERS



## POWERED BY PARTNERSHIP

Thank you to our partners & funders for helping us create connections + solutions to build strong communities











93%

**78%**