



When you don't know  
where to turn.

# So Many Services – So Many Flyers

## 211 information and referral workshop

Gangs, Trauma and Community: Improving Outcomes  
February 27<sup>th</sup> 2015



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

Free | Confidential | 24/7 | 150+ Languages | Live Answer

[www.211Ontario.ca](http://www.211Ontario.ca)





211 Ontario



[211 video](#) [youtube link]



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# What is 211?

- **Free information and referral** to the most comprehensive database of community, social, health and related government services in Ontario
- Ways to access service
  - By **dialing 2-1-1**
  - Online [www.211ontario.ca](http://www.211ontario.ca) (with live chat option)
  - TTY
  - Email
- We provide **system level navigation**, follow ups, advocacy
- Help **alleviate non-emergency calls** to 9-1-1



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# Key Features of 211

- **Targeted, live, confidential help:** Calls are answered by certified I&R specialist (not automated systems)
- **Multilingual:** Tele-interpretation provides access to information in 150 languages
- **Around-the-clock access:** Available 24 hours a day, 7 days a week
- **Standards-driven:** All 211 centre's must meet the quality assurance standards of the Alliance of Information and Referral Systems (AIRS)
  - Demands specialized training, quality assurance procedures, effective management practices, and program evaluation



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# 211 Database

- [easternontario.cioc.ca](http://easternontario.cioc.ca)
- Create 3-5 scenarios of searches
  - This is how a 211 specialist would search, and provide the necessary information



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# Questions ?

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