

211 in Peterborough

2021



Ontario

1,819 calls to 211 in 2021.

13% decrease from 2020 and 36% increase from 2019.

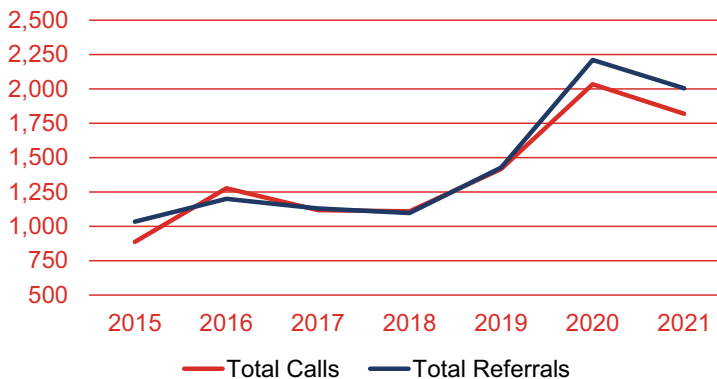
What is 211

211 is a free, confidential information and referral service that connects people to government, and community-based programs and social services in their community.

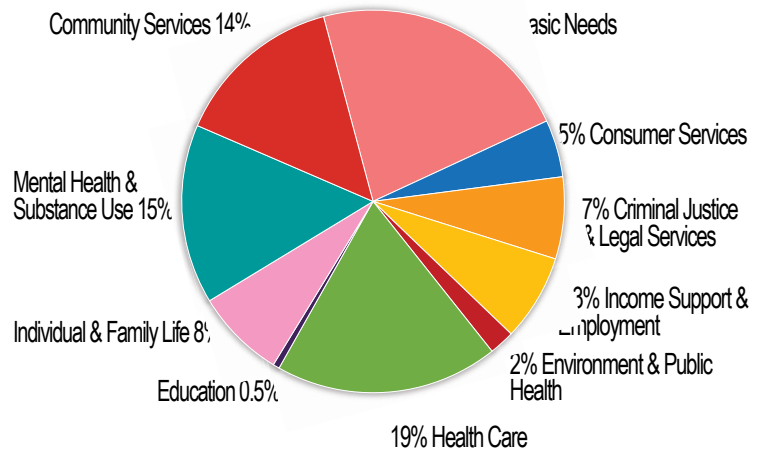
What happens when you call 211

When a person dials 2-1-1, they are connected with a 211 Navigator who is trained to listen and understand the full picture of the caller's unique situation and find supports and programs available to help.

Number of Calls to 211 in the Peterborough area



Needs Identified in 211 Calls for 2021



Changes in Reasons for 211 calls between 2019 to 2020

36% increase in Health (84% increase from 2019)

23% decrease in Income Supports & Financial Assistance (104% increase from 2019)

25% increase in Transportation

9% decrease in Mental Health & Addictions (140% increase from 2019)

Additional data can be found at www.211ontario.ca/211-data

