

EXPANDING 211 IN OTTAWA

September 19, 2008

Ontario, in partnership with the United Way, has launched the expansion of the 211 service in the Ottawa area.

In the 2008 Budget, the government set aside \$13.5 million over four years to expand the 211 hotline province-wide by 2011.

In 2006, the government provided \$4.4 million, to support start up costs and website development.

Operated by the United Way of Ontario and its local partners, the following eight call-centres are now up and running, serving more than half of Ontario: Toronto, Niagara, Simcoe, Halton, Windsor-Essex, Thunder Bay and District, Ottawa and Peel Region. Next year, the service will include Central Ontario, Hamilton, and York and Durham Regions.

The funding being provided by the Ministry of Community and Social Services for 211 over the next four years is as follows:

- \$2.5 million in 2008-09
- \$3 million in 2009-10
- \$4 million in 2010-11
- \$4 million in 2011-12

[Ontario 211](#) is a free, confidential and easy-to-use website and phone number that connects Ontarians with reliable information on local community and social services in more than 150 languages. By dialling 2-1-1, callers reach a certified information and referral specialist who provides accurate information to help people connect to a wide variety of local services and supports.