



# Niagara Region | January – December 2020

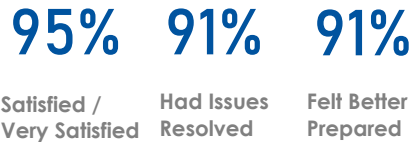


Central South Region  
Ontario

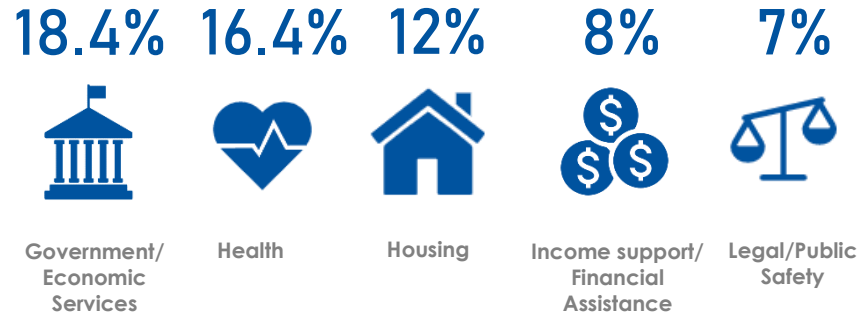
## Connections



## Impact



## Inquirer Needs



## Unmet Needs



## Community Data

211 data can be used to inform decision-making and investment in our communities

► To learn more about the needs identified in your community, visit Ontario 211's [public dashboard](#)

## Strengthening Community

CALL, TEXT, CHAT, E-MAIL

- Dial 2-1-1 | 24/7
- Text "211" (Spring 2021)
- [211Ontario.ca/chat](https://211Ontario.ca/chat)
- Email: [gethelp@211ontario.ca](mailto:gethelp@211ontario.ca)

## NIAGARA COMMUNITY INFORMATION DATABASE

- Over 1600 records updated
- Click [here](#) to search for services
- Click [here](#) to let us know about changes to services in response to COVID-19



## Unmet Needs - Details

### 738 Unmet Needs were recorded for Niagara

#### Reasons for Unmet Needs:

Tax Preparation Assistance  
32%

No available clinics available in Niagara Falls and no ability to travel to another city

Clinics closed due to COVID

Emergency and Homeless Shelter  
10%

Shelters full, person is ineligible for shelter

No shelter found with male beds for trans male. Waiting on call back from afterhours support

Difficulty reaching shelter

Senior who will not accept referrals where he must be around others or not drink.

No intakes at shelters after 11 pm.

Employment Assistance and General  
Temporary Financial Assistance  
9%

Unable to get through to the Employment Insurance reporting service

Not eligible for COVID specific benefits (self employed, had to leave work due to childcare, hours reduced but still working, seniors, full-time students, left work prior to COVID)

Medical Expense Assistance  
2%

Looking for financial assistance to cover out of province ambulance bill

No computer to access Labatt Better Together program

Senior seeking financial assistance for foot care

Ineligible for Brushed Aside program