

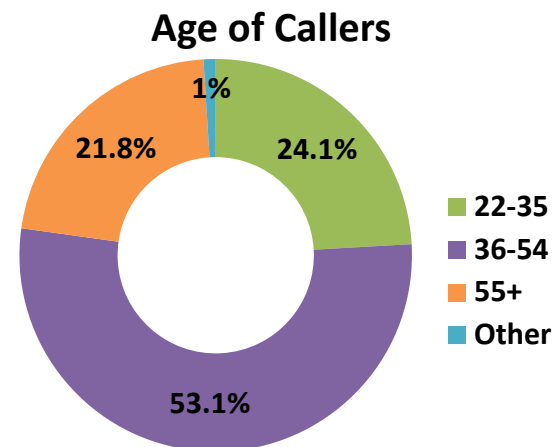


Free ♦ Confidential ♦ 24/7/365 ♦ up to 150 languages

67,565 calls *OR* 76.8% of all calls to Central South



- Types of calls:**
- ♦ 1,257 calls were complex in nature
 - ♦ 1,561 calls required advocacy
 - ♦ 25 calls related to endangerment
 - ♦ 99 calls required follow-up



Accessing 211 in a language other than English:

- ♦ French – 11
- ♦ Mandarin – 3
- ♦ Spanish – 3
- ♦ Italian – 1
- ♦ Korean – 1
- ♦ Persian – 1
- ♦ Punjabi – 1

Where are people calling from:

51%
St. Catharines

25%
Niagara Falls

10%
Welland

4%
Rural Niagara
(LOS)

4%
Port Colborne

4%
Fort Erie

1%
Grimsby

1%
West Niagara
(LOR)

Top 5 Reasons for Calling

