



## Unmet Needs – Niagara January to December 2016

® As a general practice, 211 Information and Referral Specialists document situations where no referrals were available to meet an inquirer’s assessed need. The situations captured in this report are intended to inform communities of potential gaps in service within our human service provision.

During the reporting period of January to December 2016, a total of **36,379** inquiries came from within Niagara. **471 Unmet Needs were documented from Niagara.**

Reason Need was Unmet	St Catharines	Niagara Falls	Port Colborne	Welland	Grimsby/ Lincoln	Thorold	Fort Erie	Pelham/ West Lincoln	Niagara on the Lake	Wainfleet
Service not available	41	27	6	21	6	3	9	2	3	
Agency/Program Resources Depleted		1		1	1		1			1
Full/Waiting List	1	10	1	4						
Ineligible for Service	29	35	10	5			4	1		
Hours	13	12		3						
Cost	13	6	1				3			
Difficulty Connecting	10	14	2	1		1	4	2	1	
Transportation	1			1		1	2			
Refused Referral	60	51	6	20	2	6	8	1	2	1
<b>Total</b>	<b>168</b>	<b>156</b>	<b>26</b>	<b>56</b>	<b>9</b>	<b>11</b>	<b>31</b>	<b>6</b>	<b>6</b>	<b>2</b>

Unmet Needs Identified	Description
Service Not Available (118)	<ul style="list-style-type: none"> <li>• Adult Dental - list of dentists who accept OW/ODSP clients</li> <li>• Food - church serving a community meal</li> <li>• Income Tax Preparation – request for clinics in certain cities or at sites not hosting free clinics</li> <li>• Medical - financial help with procedures not covered under OHIP, doctor's who provide house calls</li> <li>• Moving Expenses – free moving service</li> <li>• Transportation - free transportation within and outside the city for work, medical appointments and personal reasons; free program and for someone with a disability who is not going to a medical appointment</li> <li>• Utilities - financial help with water, gas, phone, security deposits, or reconnection fees</li> <li>• Housing - rent assistance and financial assistance for home repairs</li> <li>• Specialized support groups and counselling services</li> <li>• Financial assistance – for hygiene products, car repairs and insurance, complex dental surgery, airline baggage fees, to care for someone at home</li> <li>• Free services – including car seat, stroller, hair cut, pet food, appliance repairs, and housework</li> <li>• Specific organization/individual/event requested was not located – no program/agency/event with that name</li> </ul>
Agency/Program Resources Depleted (5)	<ul style="list-style-type: none"> <li>• Transportation expense assistance</li> <li>• Christmas program assistance</li> <li>• Medical expense assistance</li> </ul>
Full/waiting list (16)	<ul style="list-style-type: none"> <li>• Shelters – no beds available when needed</li> <li>• Free income tax clinics – no year-round programs available</li> <li>• Transportation program fully booked</li> <li>• Waitlist for home renovations program</li> <li>• Community health centre – waitlist to see doctor</li> </ul>
Ineligible for service (84)	<ul style="list-style-type: none"> <li>• Rent assistance – ineligible for Housing Stability Plan funds, not recipient of OW or ODSP (working full time, part time, collecting EI, CPP or OAS)</li> <li>• Income Tax Preparation – income too high or not sustainable, self-employed, deceased person, bankruptcy not discharged, rental income</li> <li>• Utilities – ineligible because of previous access of program, not yet disconnected, income too high</li> <li>• Transportation – already accessed assistance for bus ticket</li> <li>• Shelter – does not meet eligibility requirements, previously banned, no shelter for couples</li> <li>• Counselling – income too high for free walk in counselling program</li> <li>• Legal Aid – does not meet income requirements</li> <li>• Moving Expenses – ineligible for Housing Stability Plan funds, not recipient of OW or ODSP or has recently accessed available assistance</li> <li>• Financial: ineligible for Compassionate Care Benefits, person in need of care not at imminent risk of death; ineligible for Brushed Aside Program, already accessed; Home renovation programs;</li> <li>• Battery collection/disposal – ineligible for service, do not meet residential requirements</li> <li>• Blood donation – does not meet age requirements</li> </ul>

Hours of Service (28)	<ul style="list-style-type: none"> <li>• Free income tax clinics – no year-round clinic available</li> <li>• Agencies/programs not available when needed: meal program, food bank, clothing donation program, senior ride programs, walk-in clinic, lawyer referral service, medical lab, pharmacy, Ontario Works, Canada Customs</li> </ul>
Cost (23)	<ul style="list-style-type: none"> <li>• Financial assistance for: hair cut, furnace repair, dryer repair, lice treatment, incontinence supplies, moving expenses, membership fees, dental fees, airline baggage fees, medical tests, eyeglasses, appliance purchase, and grocery delivery</li> <li>• Transportation expense for: personal travel, out of town medical appointment, and to get to and from work out of town</li> </ul>
Difficulty Connecting (35)	<ul style="list-style-type: none"> <li>• Trying to contact Ontario Works to inquire about coverage – worker has not returned call</li> <li>• Busy signal on multiple attempts to connect to the following services: transportation services, distress lines (mental health and addictions), recreation information lines, medical information line, legal aid, employment insurance, seniors support services, government services</li> <li>• Unable to locate contact information for new service</li> </ul>
Transportation (5)	<ul style="list-style-type: none"> <li>• Travel between cities for education/training</li> <li>• Income tax clinics</li> <li>• Medical appointments</li> </ul>
Refused Referral (157)	<ul style="list-style-type: none"> <li>• Homeless shelter</li> <li>• Dental program</li> <li>• Income tax clinic</li> <li>• Financial assistance programs</li> <li>• Thrift shops</li> <li>• Physician referrals</li> <li>• Food banks</li> <li>• Distress lines</li> <li>• Police services</li> <li>• Housing programs</li> <li>• Legal services</li> <li>• Medical services</li> <li>• Government services/representatives</li> <li>• Senior services</li> <li>• Counselling services</li> <li>• Mental health services</li> <li>• Public health services</li> </ul>