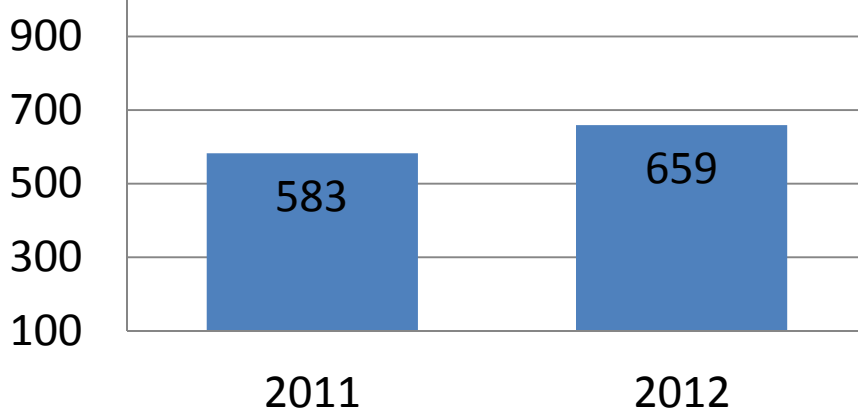


EASTERN ONTARIO

# Leeds & Grenville

Annual Call Volume Growth



**2011**  
211 Service  
Launched

**99,206**  
Population

## 2012 Top Five Callers' Needs

33% Income & Financial Assistance

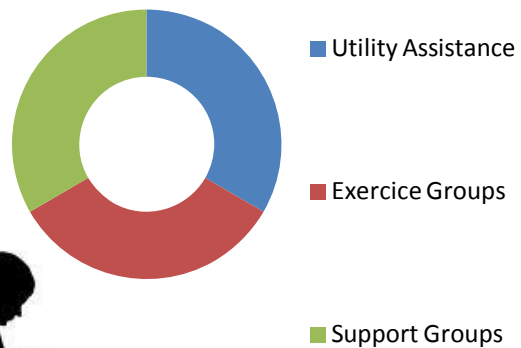
10% Government (all levels)

7% Health Services

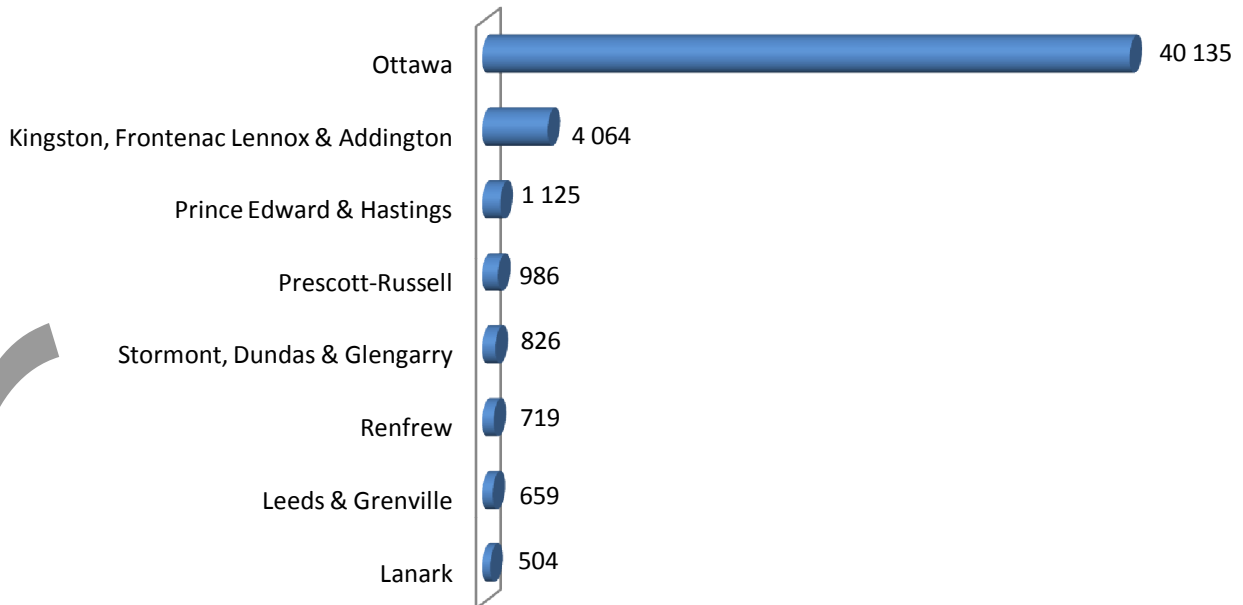
6% Consumer Services

4% Individual & Family

## 2012 Unmet Needs/Service Gaps



## Number of Calls by Area Served



### Why they called

- 1% Consumers
- 1% Employment
- 1.5% Education
- 2% Arts & Culture
- 2% Transportation
- 2% Citizenship & Immigration
- 2.5% Mental Health & Addictions
- 3% Food & Meals
- 3% Legal & Public Safety

- 3% Information Services
- 4% Housing
- 4% Individual & Family
- 6% Health Services
- 7% Community Services
- 11% Government (all levels)
- 18% Volunteering/Donations
- 21% Specific programs

