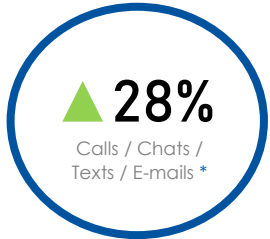


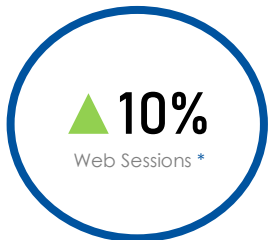
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Connections



* Increase over same period in 2019.



* Increase over same period in 2019.

System Impact



18%



Community Information

10%



Health

10%



Mental Health Support

9%



Legal / Public Safety

9%



Housing Assistance

* Top 5 needs across the City of Toronto. Community cluster needs are included on second page.

Service Navigator Reflections



Financial Assistance



Anxiety about Evictions



Back-to-School Supplies



Detoxification Needs Unmet

How You Can Help



ADD 211 TO YOUR WEBSITES

► Click [here](#) to access the 211 Central Widget for your website. This will encourage your site visitors to search [211Central.ca](#) for community service information and to contact us if they can't find what they're looking for.



AGENCY RECORD UPDATES

► Click [here](#) to let 211 know about changes to services in response to COVID-19



SEARCH FOR SERVICES

► Visit [211Central.ca](#)



CALL, TEXT, CHAT, E-MAIL

- Dial 2-1-1 | 24/7
- Send an SMS to 21166
- [211Ontario.ca/chat](#)
- gethelp@211Ontario.ca

Business Intelligence

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](#)

► Click [here](#) to view a map of 211 Central Caller Needs, Caller Stories and week over week Snapshots

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City of Toronto Community Cluster Needs

Number of needs are not evenly distributed across clusters. Please email sallidina@findhelp.ca for more information.

Toronto's Community Coordination Plan was developed by the City of Toronto and United Way Greater Toronto to ensure coordination and communication of COVID-19 response. The information below identifies top needs within Toronto's 10 geographic clusters. For more information on the Community Coordination Plan, please visit: toronto.ca/home/covid-19/covid-19-financial-social-support-for-people/covid-19-seniors-vulnerable-people/?accordion=community-partnerships-initiativesfor-people/covid-19-seniors-vulnerable-people/?accordion=community-partnerships-initiatives



BLACK CREEK*

- 1) Mental Health Support

* Needs from North Etobicoke. Black Creek needs unavailable.



DOWNTOWN EAST

- 1) Food Security
- 2) Health
- 3) Housing Assistance
- 4) Legal/Public Safety



DOWNTOWN WEST

- 1) Mental Health Support
- 2) Government Services
- 3) Community Information



EAST YORK/DON VALLEY*

- 1) Food Security
- 2) Health
- 3) Income Support
- 4) Housing Assistance
- 5) Government Services

* Needs from East York. Don Valley needs unavailable.



NORTH ETOBICOKE

- 1) Mental Health Support



NORTH SCARBOROUGH*

- 1) Food Security
- 2) Legal/Public Safety
- 3) Health
- 4) Community Information
- 5) Housing Assistance



NORTH YORK

- 1) Food Security
- 2) Community Information
- 3) Health
- 4) Mental Health Support
- 5) Legal/Public Safety



SOUTH ETOBICOKE

- 1) Housing Assistance
- 2) Community Information



SOUTH SCARBOROUGH*

- 1) Food Security
- 2) Legal/Public Safety
- 3) Health
- 4) Community Information
- 5) Housing Assistance

* Needs from Scarborough. North/South Scarborough needs unavailable.



YORK/WESTON/PELHAM*

- 1) Food Security
- 2) Family Services
- 3) Mental Health Support
- 4) Health
- 5) Housing Assistance

* Needs from York. Weston/Pelham needs unavailable.



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