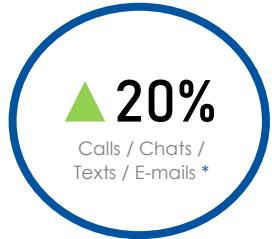


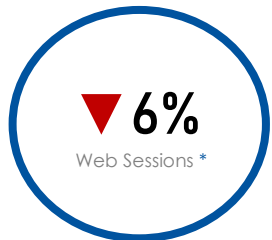
211 Central | City of Toronto Frontline Report | Aug 28-Sep 10, 2020



Connections



* Increase over same period in 2019.



* Decrease over same period in 2019. Web sessions interrupted during domain change.

System Impact

95%
Satisfied / Very Satisfied

68%
Had Issues Resolved

85%
Felt Better Prepared

20%



Community Information

12%



Mental Health Support

11%



Health

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



COVID-19 Testing Centres



Service Re-Opening



Food Banks/Grocery Delivery



School Re-Opening

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

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

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



DOWNTOWN EAST

- 1) Community Information
- 2) Health
- 3) Family Services
- 4) Government Services
- 5) Legal/Public Safety



DOWNTOWN WEST

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



EAST YORK/DON VALLEY*

- 1) Food Security
- 2) Health
- 3) Housing Assistance
- 4) Mental Health Support
- 5) Community Information

*Needs from Etobicoke. Black Creek needs unavailable.



NORTH ETOBICOKE

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



NORTH SCARBOROUGH*

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



NORTH YORK

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

*Needs from East York. Don Valley needs unavailable.



SOUTH ETOBICOKE

- 1) Community Information

*Needs from Etobicoke. North Etobicoke needs unavailable.



SOUTH SCARBOROUGH*

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

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



YORK/WESTON/PELHAM*

- 1) Health
- 2) Housing Assistance
- 3) Legal/Public Safety
- 4) Mental Health Support
- 5) Family Services

*Needs from York. Weston/Pelham needs unavailable.

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