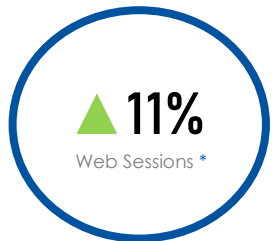
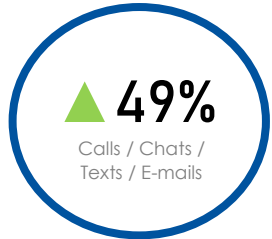




Connections



22%



Food Security

12%



Community Information

12%



Income Support

10%



Mental Health Support

8%



Health

Service Navigator Reflections



Food Security



Income Support



Seniors Support



Mental Health

*Data represents the Greater Toronto Area.

System Impact

94%

Satisfied /
Very Satisfied

75%

Had Issues
Resolved

60%

*Felt Better
Prepared

*Feelings of 'better prepared' have declined since the beginning of the COVID-19 Pandemic and may be the result of a number of underlying factors, including increased stress, lack of available services and self-isolation

How You Can Help



AGENCY RECORD UPDATES

► To let 211 know about changes to services in response to COVID-19, visit: 211Ontario.ca/tell-211-about-changes-in-services/



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 (**COMING SOON**)

► To view Regional COVID-19 week over week Snapshots, visit 211Central.ca/COVID19Snapshots

