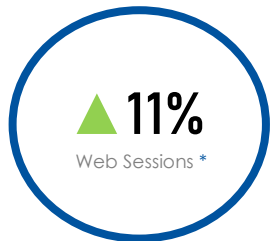
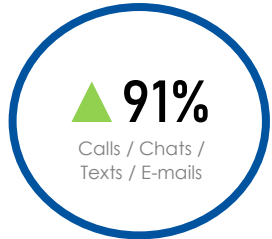


# 211 Central | York Region COVID-19 Report | Apr 17-Apr 23, 2020



## Connections



18%



Food Security

15%



Health

10%



Community Information

10%



Income Support

9%



Housing Assistance

## 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/](https://211Ontario.ca/tell-211-about-changes-in-services/)



### SEARCH FOR SERVICES

► Visit [211Central.ca](https://211Central.ca)



### CALL, TEXT, CHAT, E-MAIL

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

## Business Intelligence

211 data can be used to inform decision-making and investment in our communities

► Click here to view a map of 211 Central caller needs (**COMING SOON**)

► To learn more about the needs identified in your community, visit Ontario 211's [public dashboard](#)

► To view Regional COVID-19 week over week Snapshots, visit [211Central.ca/COVID19Snapshots](https://211Central.ca/COVID19Snapshots)

