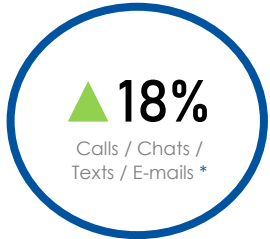


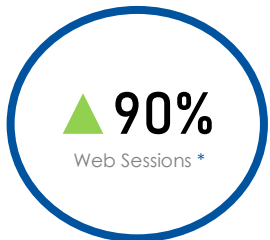
211 Central | City of Toronto Frontline Report | Sep 11-Sep 24, 2020



Connections



* Increase over same period in 2019.



* Increase over same period in 2019. Based on 211Ontario.ca due to 211Central.ca domain change.

System Impact

93%
Satisfied / Very Satisfied

78%
Had Issues Resolved

83%
Felt Better Prepared

19%



Community Information

12%



Health

10%



Mental Health Support

9%



Food Security

9%



Housing Assistance

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

Service Navigator Reflections



Grocery Delivery for Seniors



Post CERB Assistance



Employment Assistance



Winter Clothing Donation

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

Funded by the Government of Canada





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) Community Information
- 2) Housing Assistance

* Needs from North Etobicoke. Black Creek needs unavailable.



DOWNTOWN EAST

- 1) Mental Health Support
- 2) Housing Assistance
- 3) Food Security
- 4) Consumer Services
- 5) Arts, Culture & Recreation



DOWNTOWN WEST

- 1) Community Information
- 2) Mental Health Support
- 3) Legal/Public Safety
- 4) Government Services
- 5) Arts, Culture & Recreation



EAST YORK/DON VALLEY*

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

* Needs from East York. Don Valley needs unavailable.



NORTH ETOBICOKE

- 1) Community Information
- 2) Housing Assistance



NORTH SCARBOROUGH

- 1) Legal/Public Safety



NORTH YORK

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



SOUTH ETOBICOKE

- 1) Health



SOUTH SCARBOROUGH

- 1) Government Services



YORK/WESTON/PELHAM*

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

* Needs from York. Weston/Pelham needs unavailable.

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