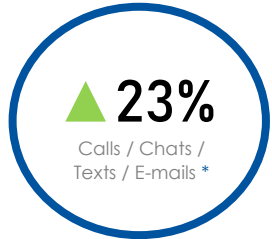


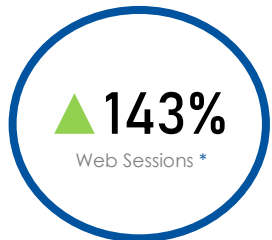
211 Central | City of Toronto Frontline Report | Oct 9-Oct 22, 2020



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

94%

Satisfied / Very Satisfied

81%

Had Issues Resolved

81%

Felt Better Prepared

17%



Community Information

12%



Health

11%



Food Security

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



Grocery Delivery for Seniors



Food Bank Referrals



COVID-19 Testing Centres



Canada Recovery Benefit

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

Funded by the Government of Canada





City of Toronto Community Cluster Needs

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



NORTH WEST

City of Toronto Cluster neighbourhoods included: Black Creek, York, Weston, Pelham, North York

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



SOUTH WEST

City of Toronto Cluster neighbourhoods included: North Etobicoke, South Etobicoke, Downtown West

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



SOUTH EAST

City of Toronto Cluster neighbourhoods included: Downtown East, South Scarborough

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



NORTH EAST

City of Toronto Cluster neighbourhoods included: East York, Don Valley, North Scarborough

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

Funded by the Government of Canada

