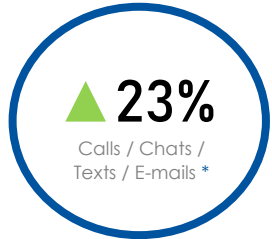


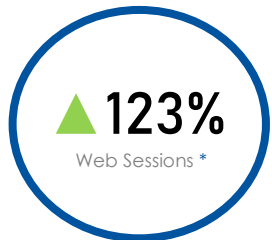
211 Central | City of Toronto Frontline Report | Sep 25-Oct 8, 2020



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

96%
Satisfied /
Very Satisfied

73%
Had Issues
Resolved

75%
Felt Better
Prepared

17%



Community
Information

13%



Health

10%



Mental Health
Support

10%



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



COVID-19 Testing Centres



Housing Assistance

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 neighbourhoods. Please email salidina@findhelp.ca for more information.



NORTH WEST

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

- 1) Food Security
- 2) Health
- 3) Mental Health Support
- 4) Housing Assistance
- 5) Family Services



SOUTH WEST

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

- 1) Housing Assistance
- 2) Health
- 3) Community Information
- 4) Family Services
- 5) Food Security



SOUTH EAST

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

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



NORTH EAST

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

- 1) Food Security
- 2) Health
- 3) Family Services
- 4) Housing Assistance
- 5) Community Information

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