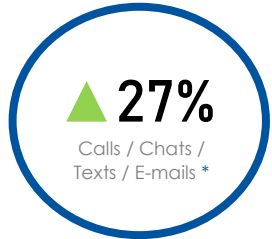


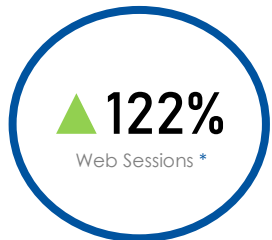
211 Central | City of Toronto Frontline Report | Nov 6-Nov 19, 2020



Connections



* Increase over same period in 2019.



* Increase over same period in 2019. 211Ontario.ca GTA Web Sessions.

System Impact

95%
Satisfied / Very Satisfied

74%
Had Issues Resolved

77%
Felt Better Prepared

17%



Community Information

12%



Health

10%



Food Security

9%



Mental Health Support

9%



Housing Assistance

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

Service Navigator Reflections



Food Banks / Grocery Delivery



Housing / Rent Assistance



Income / Employment Assistance



Listening Ear / Emotional Support

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) Health
- 4) Legal / Public Safety
- 5) Housing Assistance



SOUTH WEST

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

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



SOUTH EAST

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

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



NORTH EAST

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

- 1) Food Security
- 2) Community Information
- 3) Housing Assistance
- 4) Health
- 5) Mental Health Support

Funded by the Government of Canada