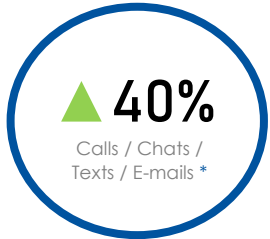


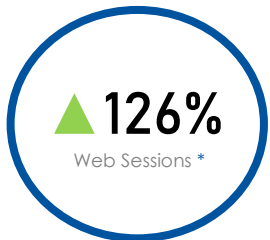
# 211 Central | City of Toronto Frontline Report | Feb 12-Feb 25, 2021



## Connections

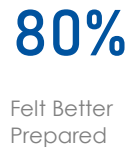


\* Increase over same period in 2020.



\* Increase over same period in 2020. 211Ontario.ca GTA Web Sessions.

## System Impact



**21%**



Community Information

**14%**



Health

**10%**



Mental Health Support

**9%**



Housing Assistance

**8%**



Legal / Public Safety

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

\*Learn about the [Canadian AIRS Needs Categories – Data Dictionary](#).

## Service Navigator Reflections



Crisis Intervention Helplines



Income Tax Filing



Vaccination Rollout



Housing Help / Eviction Orders

## 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](mailto: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](mailto:sallidina@findhelp.ca) for more information.

\*Learn about the [Canadian AIRS Needs Categories – Data Dictionary](#).



### NORTH WEST

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

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



### SOUTH WEST

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

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



### SOUTH EAST

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

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



### NORTH EAST

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

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

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