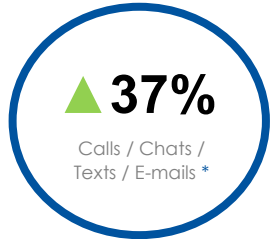


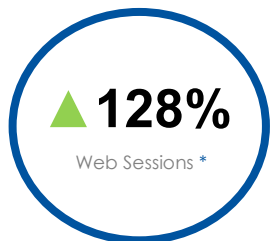
211 Central | City of Toronto Frontline Report | Mar 26-Apr 8, 2021



Connections



* Increase over same period in 2019.



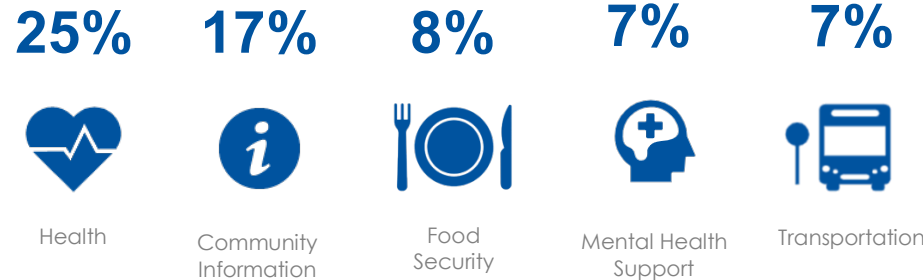
* Increase over same period in 2019. 211Ontario.ca GTA Web Sessions.

System Impact

93%
Satisfied / Very Satisfied

80%
Had Issues Resolved

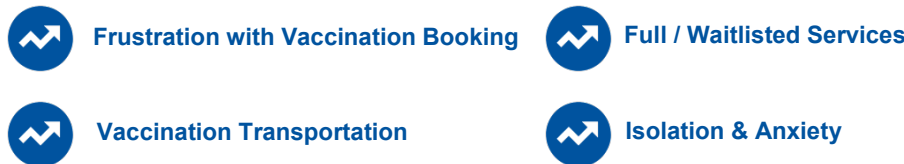
84%
Felt Better Prepared



*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



How You Can Help

211 **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.

*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) Health
- 2) Food Security
- 3) Transportation
- 4) Community Information
- 5) Government Services



SOUTH WEST

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

- 1) Health
- 2) Transportation
- 3) Food Security
- 4) Information Services
- 5) Mental Health Support



SOUTH EAST

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

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



NORTH EAST

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

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

Funded by the
Government of
Canada