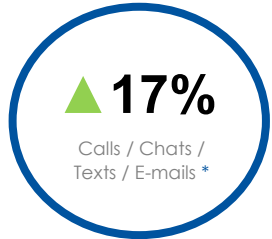


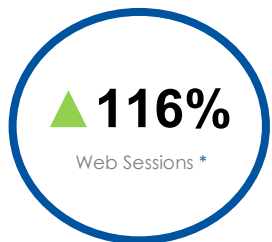
211 Central | City of Toronto Frontline Report | Jun 18-July 1, 2021



Connections



* Increase over same period in 2019.



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

System Impact

94%
Satisfied / Very Satisfied

82%
Had Issues Resolved

82%
Felt Better Prepared

18% **17%** **10%** **10%** **8%**



Health



Community Information



Mental Health Support



Legal / Public Safety



Housing Assistance

*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



Vaccine Information & Eligibility for Second Doses



Affordable & Subsidized Housing



Access to Computers / Internet



Counselling Services & Mental Health Supports

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

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



SOUTH WEST

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

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



SOUTH EAST

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

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



NORTH EAST

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

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

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