

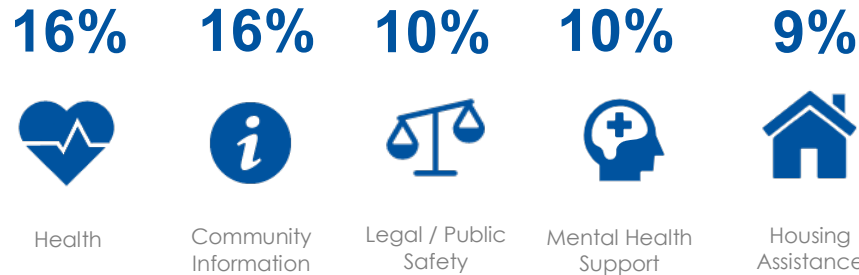
# 211 Central | City of Toronto Frontline Report | October 2021



## Connections

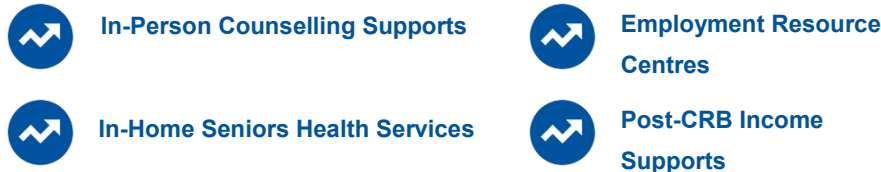


## System Impact



\*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



## 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 211  
▶ [211Ontario.ca/chat](#)  
▶ [gethelp@211Ontario.ca](mailto:gethelp@211Ontario.ca)

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



### SOUTH WEST

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

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



### NORTH EAST

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

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

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