

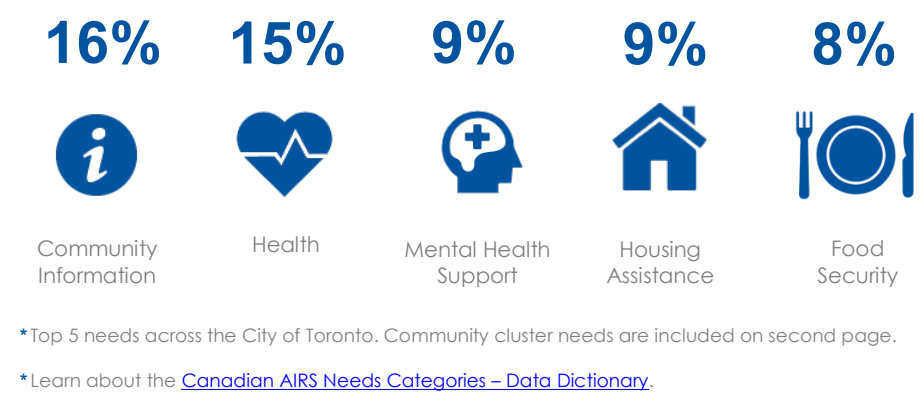
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Connections



System Impact



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

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 211
- ▶ [211Ontario.ca/chat](#)
- ▶ 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 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) Community Information
- 3) Food Security
- 4) Family Services
- 5) Housing Assistance



SOUTH WEST

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

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



SOUTH EAST

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

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



NORTH EAST

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

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

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