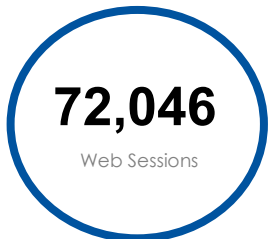


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Connections



13%



Shelter Information Services

11%



Vaccine Information

10%



Medical Information Services

9%



Government Information Services

9%



Food Banks

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

On Our Radar...



Shelter needs increasing since Dec 26



Contact volume increasing across all channels



Anxiety & frustrations high due to COVID restrictions



Sector capacity & increased demands

**On Our Radar' is comprised using multiple data sets and Service Navigator reflections.

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

System Impact

93%

Satisfied / Very Satisfied

75%

Had Issues Resolved

82%

Felt Better Prepared

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

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



SOUTH WEST

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

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



SOUTH EAST

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

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



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) Housing Assistance

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