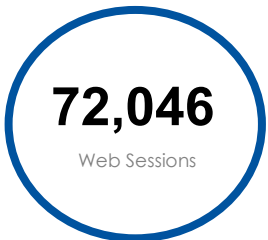


211 Central | York Region Frontline Report | December 2021



Connections



13%



Medical Information Services

12%



Vaccine Information

11%



Government Information Services

10%



Food Banks

7%



Homeless Shelter

On Our Radar...



Medical Information Services needs increasing since Dec 29



Booster Vaccines / COVID Rapid Tests



Christmas Programs a top unmet need this month



Grocery Ordering / Delivery a top unmet need this month

*'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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