

211 Central | City of Toronto Frontline Report | Feb 1-28, 2022



Top 5 Needs

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

14%



Shelter Information Services

12%



Government Information Services

11%



Food Banks

8%



Crisis Intervention Helplines

7%



Housing Search Assistance

On Our Radar...

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



Income Tax Clinics & form filing assistance



Emergency Shelter & Affordable Housing Search Assistance needs continue to rise



Mental Health Support needs consistent; particularly Crisis Helplines & Counseling needs



Food Grocery / Delivery & Food Banks (few services available / accepting new clients)

System Impact

94%

Satisfied / Very Satisfied

81%

Had Issues Resolved

83%

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

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

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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) Food Security
- 2) Health
- 3) Mental Health Support
- 4) Legal / Public Safety
- 5) Housing Assistance



SOUTH WEST

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

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



SOUTH EAST

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

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



NORTH EAST

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

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

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