

211 Central | City of Toronto Frontline Report | Jan 1-15, 2022



Top 5 Needs

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

15%



Shelter Information Services

13%



Medical Information Services

10%



Food Banks

9%



Government Information Services

6%



Infectious Disease Specialty

On Our Radar...

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



Shelter needs continue to increase in January



Grocery Delivery / Food Banks a top unmet need this month



Vaccinations & COVID Restrictions



Mental Health needs consistent / Crisis Helplines long wait times

System Impact

93%

Satisfied / Very Satisfied

75%

Had Issues Resolved

69%

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



SOUTH EAST

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

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



NORTH EAST

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

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

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