

211 Central | City of Toronto Frontline Report | Jan 16-31, 2022



Top 5 Needs

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

15%



Residential Snow Shovelling

13%



Government Information Services

11%



Shelter Information Services

9%



Food Banks

7%



Medical Information Services

On Our Radar...

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



Snow Removal Services for seniors a top unmet need (few services available)



Emergency Shelter & Affordable Housing Search Assistance needs steady



Government Information Services needs continue to rise since Jan 30



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

System Impact

92%

Satisfied / Very Satisfied

72%

Had Issues Resolved

81%

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

Funded by the Government of Canada



211 Central | City of Toronto Frontline Report | Jan 16-31, 2022



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



SOUTH WEST

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

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



SOUTH EAST

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

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



NORTH EAST

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

- 1) Family Services
- 2) Community Information
- 3) Food Security
- 4) Health
- 5) Legal / Public Safety

Funded by the Government of Canada

