

211 Central | Peel Region Frontline Report | Feb 1-28, 2022



Top 5 Needs



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 steady**
- Mental Health Support needs consistent; particularly Crisis Helplines & Counseling needs**
- Utility Assistance needs high between Feb 15 – Feb 24**

System Impact



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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