

# 211 Central | Peel Region Frontline Report | Jan 16-31, 2022



## Top 5 Needs

24%



Government Information Services

14%



Residential Snow Shovelling

6%



Infectious Disease Specialty

5%



Paratransit Programs

5%



Vaccine Information

## 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**



**Vaccinations & COVID-related inquiries remain steady**

## 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](mailto:gethelp@211Ontario.ca)

Funded by the Government of Canada

