

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




Top 5 Needs



How You Can Help

211 **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

On Our Radar...

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

-  **Mental Health Support needs consistent; particularly Crisis Helplines & Counseling needs**
-  **Utility Assistance needs continue to rise since Feb 15**
-  **Income Tax Clinics & form filing assistance**
-  **Food Grocery / Delivery & Food Banks (few services available / accepting new clients)**

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

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