

# 211 Central | York Region Frontline Report | Jan 1-15, 2022



## Top 5 Needs

14%



Vaccine Information

14%



Government Information Services

11%



Food Banks

9%



Medical Information Services

7%



Housing Search Assistance

## On Our Radar...

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



Vaccine Information needs increasing since Jan 12



Infectious Disease Specialty a top unmet need this month



Emergency Shelter & Housing Help (Evictions)



Grocery Ordering / Delivery a top unmet need this month

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

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