

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



Top 5 Needs

13%



Government Information Services

11%



Residential Snow Shovelling

11%



Food Banks

9%



Crisis Intervention / Counselling

6%



Home Health Care

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)



Government Information Services needs continue to rise since Jan 30



Mental Health Support needs consistent; particularly Crisis Helplines needs



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

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