

# 211 Central | City of Toronto Frontline Report | Mar 1-31, 2022



## Top 5 Needs

\* Caller needs are tracked using taxonomy (a categorization system that is standard for 211 Service Providers across North America), and are rolled up to categories.

\* Top 5 needs across the City of Toronto. Community cluster needs are included on second page.

13%



Shelter Information Services

11%



Government Information Services

10%



Food Banks

10%



Tax Preparation Assistance

8%



Crisis Intervention Helplines

## On Our Radar...

\* On Our Radar is comprised using multiple data sets including caller needs and trends reported by 211 Central's Service Navigators – who answers 211 calls, text, chat and emails. This data does not identify individuals.



**Emergency Shelter & Affordable Housing Search Assistance needs continue to rise**



**Significant increase in Income Tax Preparation & Filing Assistance needs**



**Food / Grocery Delivery & Food Banks (few services available / accepting new clients)**



**Mental Health Support needs consistent; particularly Crisis Helplines & Counseling**

## System Impact

\* System Impact percentages help us understand how the service we provide is received, how people are feeling after they contact 211 and whether more support is needed to address any unmet needs.

95%

Satisfied / Very Satisfied

77%

Had Issues Resolved

79%

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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## City of Toronto Community Cluster Needs

\*Number of needs are not evenly distributed across neighbourhoods. Please email [sallidina@findhelp.ca](mailto:sallidina@findhelp.ca) for more information.

\*Learn about the [Canadian AIRS Needs Categories – Data Dictionary](#).



### NORTH WEST

City of Toronto Cluster neighbourhoods included: Black Creek, York, Weston, Pelham, North York

- 1) Mental Health Support
- 2) Health
- 3) Food Security
- 4) Income Support
- 5) Housing Assistance



### SOUTH WEST

City of Toronto Cluster neighbourhoods included: North Etobicoke, South Etobicoke, Downtown West

- 1) Health
- 2) Food Security
- 3) Community Information
- 4) Housing Assistance
- 5) Mental Health Support



### SOUTH EAST

City of Toronto Cluster neighbourhoods included: Downtown East, South Scarborough

- 1) Community Information
- 2) Mental Health Support
- 3) Health
- 4) Food Security
- 5) Housing Assistance



### NORTH EAST

City of Toronto Cluster neighbourhoods included: East York, Don Valley, North Scarborough

- 1) Community Information
- 2) Mental Health Support
- 3) Food Security
- 4) Health
- 5) Family Services

