

# 211 Central | York Region 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.

10%



Crisis Intervention / Counselling

9%



Government Information Services

9%



Specialized Information & Referral

9%



General Counseling Services

9%



Case / Care Management

## 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.



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



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



**Emergency Shelter & Affordable Housing Search Assistance needs steady**



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

## 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)

