

211 Central | City of Toronto Frontline Report | Oct 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.

14%



Shelter Information Services

14%



Government Information Services

11%



Food Banks

8%



Housing Search Assistance

7%



Crisis Intervention Helplines

On Our Radar...

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



Food and Clothing Bank needs continue to rise; many struggling with inflation



Mental Health Support: frustrations continue with lack of in-person services; long wait-times; caregiver burnout



Energy and Utility Assistance needs remain high; often exhausted LEAP funds



Increasing trend in Translation and Interpretation requests particularly for scheduling Ontario Works appointments

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.

92%

Satisfied / Very Satisfied

54%

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



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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City of Toronto Community Cluster Needs

*Number of needs are not evenly distributed across neighbourhoods. Please email 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) Health
- 2) Food Security
- 3) Community Information
- 4) Mental Health Support
- 5) Housing Assistance



SOUTH WEST

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

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



SOUTH EAST

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

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



NORTH EAST

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

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

