

# 211 Central | City of Toronto Frontline Report | Feb 1-28, 2023



## 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

13%



Government Information Services

9%



Food Banks

8%



Crisis Intervention Helplines

7%



Housing Search Assistance

## On Our Radar...

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



**Food Security:** Calls for Food Banks, Food Hamper Delivery & Grocery Vouchers remain high



**Mental Health Support:** TCCS; Concerned parents & family members seeking Mental Health Supports for Children, Youth & Young Adults



**Language Services:** Steady call flow regarding Translation & Interpretation for Ontario Works appointments



**Other Needs & Trends:** In-Home Health Supports & Snow Removal Services for isolated Seniors; Canada Housing Benefit inquiries; Income Tax Preparation Assistance

## Service Outcome

\* Service Outcome 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.

94%

Satisfied / Very Satisfied

81%

Had Issues Resolved

81%

Felt Better Prepared

## Business Intelligence

211 data can be used to inform decision-making and investment in our communities:

### 211 National Expansion Portal

► Click [here](#) to view 211 caller stats and stories from Manitoba, New Brunswick, and Newfoundland & Labrador

### 211 Ontario Needs Dashboard

► To learn more about the needs identified in Ontario communities, visit Ontario 211's [public dashboard](#)

### 211 Central Data Snapshots

► Click [here](#) to view 211 Central Caller Needs, Caller Stories and monthly GTA Data Snapshots

## How You Can Help



### ADD 211 TO YOUR WEBSITES

► Click [here](#) to access the 211 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



### CONTACT 211 FOR SUPPORT

- Call or Text 2-1-1
- Search [211Central.ca](#)
- Chat [211Ontario.ca/chat](#)
- Email [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) Legal / Public Safety
- 4) Community Information
- 5) Food Security



### SOUTH WEST

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

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



### SOUTH EAST

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

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



### NORTH EAST

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

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

