

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

15%



Shelter Information Services

12%



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.



Housing Assistance: Search for Affordable Housing continues; rise in contacts for Eviction Prevention support and Shelter programs



Seniors & Caregivers: Many seniors struggling to find affordable Snow Removal services; Caregivers seeking support with Nursing Care and Home Help



Mental Health Support: Youth and young adults requesting Mental Health services and Counseling; TCCS calls continue including from those outside the pilot areas



Other Needs & Trends: Food Security needs high towards end of March; more requests for Utilities payment assistance; Income Tax Clinics; Canada Housing Benefit

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

77%

Had Issues Resolved

85%

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



DOWNLOAD THE 211 TOOLKIT

► Click [here](#) to download the 211 Digital Toolkit (via WeTransfer) and help raise awareness about the 211 service. The 211 Toolkit includes shareables for social media, a 211 widget for websites, information about presentations, ordering materials and more!



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



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



SOUTH WEST

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

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



SOUTH EAST

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

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



NORTH EAST

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

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

