

211 Central | City of Toronto Frontline Report | August 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.

13%



Shelter Information Services

12%



Government Information Services

10%



Food Banks

10%



Crisis Intervention Helplines

9%



Involuntary Psychiatric Intervention

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: African & Ukrainian refugees urgently seeking Emergency Shelter; Search for Affordable Housing, Eviction Prevention, Rent Payment Assistance



Income Support: Employment Insurance experiencing backlog, many unemployed individuals seeking Income / Financial Assistance for basic needs



Food Security: several inquiries for Food Banks & Emergency Food help, including delivery of food; limited programs & availability especially weekends



Mental Health Support: callers seeking free mental health Counseling, long wait times or no waitlist; TCCS calls via 211 steady (inquiries outside of pilot zones rise)

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.

92%

Satisfied / Very Satisfied

75%

Had Issues Resolved

75%

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



SOUTH WEST

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

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



SOUTH EAST

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

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



NORTH EAST

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

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

