211 Central | City of Toronto Frontline Report | Sep 11-Sep 24, 2020

Connections

19% Community Information
12% Health
10% Mental Health Support
9% Food Security
9% Housing Assistance

Service Navigator Reflections

Grocery Delivery for Seniors
Post CERB Assistance
Employment Assistance
Winter Clothing Donation

System Impact

93% Satisfied / Very Satisfied
78% Had Issues Resolved
83% 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
► Dial 2-1-1 | 24/7
► Send an SMS to 21166
► 211Ontario.ca/chat
► gethelp@211Ontario.ca

* Increase over same period in 2019. Based on 211Ontario.ca due to 211Central.ca domain change.

* Top 5 needs across the City of Toronto. Community cluster needs are included on second page.

* 90% Web Sessions *

Funded by the Government of Canada
City of Toronto Community Cluster Needs

Number of needs are not evenly distributed across clusters. Please email sallidina@findhelp.ca for more information.

**BLACK CREEK**
1) Community Information
2) Housing Assistance

*Needs from North Etobicoke. Black Creek needs unavailable.

**EAST YORK/DON VALLEY**
1) Food Security
2) Legal/Public Safety
3) Health
4) Housing Assistance
5) Mental Health Support

*Needs from East York. Don Valley needs unavailable.

**NORTH YORK**
1) Food Security
2) Community Information
3) Health
4) Legal/Public Safety
5) Mental Health Support

**NORTH ETOBICOKE**
1) Community Information
2) Housing Assistance

**SOUTH ETOBICOKE**
1) Health

**DOWNTOWN EAST**
1) Mental Health Support
2) Housing Assistance
3) Food Security
4) Consumer Services
5) Arts, Culture & Recreation

**DOWNTOWN WEST**
1) Community Information
2) Mental Health Support
3) Legal/Public Safety
4) Government Services
5) Arts, Culture & Recreation

**NORTH SCARBOROUGH**
1) Legal/Public Safety

**SOUTH SCARBOROUGH**
1) Government Services

Toronto's Community Coordination Plan was developed by the City of Toronto and United Way Greater Toronto to ensure coordination and communication of COVID-19 response. The information below identifies top needs within Toronto's 10 geographic clusters. For more information on the Community Coordination Plan, please visit [toronto.ca/home/covid-19/covid-19-financial-social-support-for-people/covid-19-seniors-vulnerable-people/?accordion=community-partnerships-initiatives](https://toronto.ca/home/covid-19/covid-19-financial-social-support-for-people/covid-19-seniors-vulnerable-people/?accordion=community-partnerships-initiatives). Number of needs are not evenly distributed across clusters. Please email sallidina@findhelp.ca for more information.