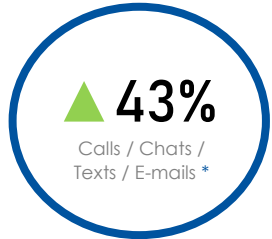


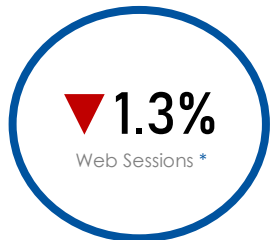
211 Central | City of Toronto COVID-19 Report | May 1-May 7, 2020



Connections



* Increase over same period in 2019.



* Decrease over same period in 2019. Overall web sessions during COVID-19 up by 16%

17%



Food Security

15%



Community Information

11%



Health

10%



Government Services

10%



Income Support

Service Navigator Reflections



Tax Filing Information



Income Support



Student Financial Support



Benefits Information

How You Can Help



AGENCY RECORD UPDATES

► To let 211 know about changes to services in response to COVID-19, visit: 211Ontario.ca/tell-211-about-changes-in-services/



SEARCH FOR SERVICES

► Visit 211Central.ca



CALL, TEXT, CHAT, E-MAIL

- Dial 2-1-1 | 24/7
- Send an SMS to 21166
- 211Ontario.ca/chat
- gethelp@211Ontario.ca

System Impact

88%

Satisfied /
Very Satisfied

95%

Had Issues
Resolved

81%

*Felt Better
Prepared

*Feelings of 'better prepared' have declined since the beginning of the COVID-19 Pandemic and may be the result of a number of underlying factors, including increased stress, lack of available services and self-isolation

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 (**COMING SOON**)

► To view Regional COVID-19 week over week Snapshots, visit 211Central.ca/COVID19Snapshots

