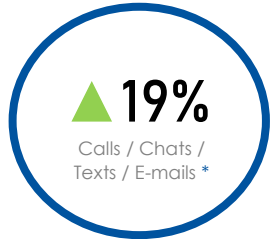


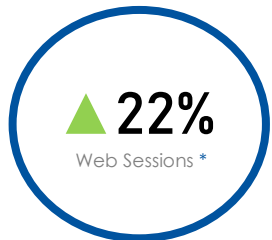
211 Central | City of Toronto COVID-19 Report | May 15-May 21, 2020



Connections



* Increase over same period in 2019.



* Increase over same period in 2019. Overall web sessions during COVID-19 up by 66%.

16%



Community Information

13%



Food Security

11%



Income Support

11%



Government Services

11%



Health

Service Navigator Reflections



CERB



Multilingual Mental Health Support



Tax Clinic Information



Multilingual Seniors Services

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

89%

Satisfied / Very Satisfied

86%

Had Issues Resolved

86%

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

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

