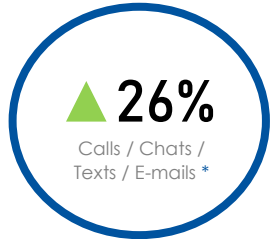


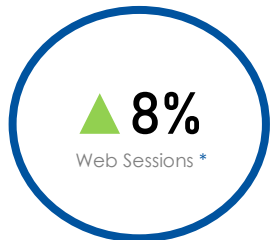
# 211 Central | City of Toronto COVID-19 Report | May 8-May 14, 2020



## Connections



\* Increase over same period in 2019.



\* Increase over same period in 2019. Overall web sessions during COVID-19 up by 14%

16%



Food Security

16%



Community Information

13%



Income Support

11%



Government Services

9%



Mental Health Support

## Service Navigator Reflections



Employment Insurance



CERB



Tax Clinic Information



Service Reopening 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/](https://211Ontario.ca/tell-211-about-changes-in-services/)



### SEARCH FOR SERVICES

► Visit [211Central.ca](https://211Central.ca)



### CALL, TEXT, CHAT, E-MAIL

- Dial 2-1-1 | 24/7
- Send an SMS to 21166
- [211Ontario.ca/chat](https://211Ontario.ca/chat)
- [gethelp@211Ontario.ca](mailto:gethelp@211Ontario.ca)

## System Impact

93%

Satisfied / Very Satisfied

73%

Had Issues Resolved

89%

Felt Better Prepared

## Business Intelligence

211 data can be used to inform decision-making and investment in our communities

► Click here to view a map of 211 Central caller needs (**COMING SOON**)

► To learn more about the needs identified in your community, visit Ontario 211's [public dashboard](#)

► To view Regional COVID-19 week over week Snapshots, visit [211Central.ca/COVID19Snapshots](https://211Central.ca/COVID19Snapshots)

