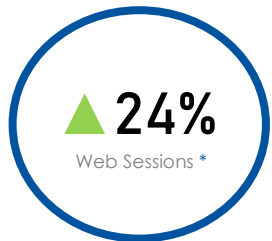
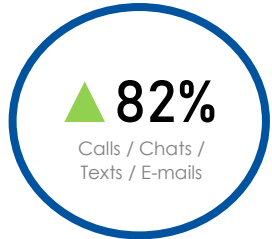


211 Central | Durham Region COVID-19 Report | Apr 10-Apr 16, 2020



Connections



15%



Income Support

14%



Food Security

14%



Government Services

13%



Community Information

10%



Legal / Public Safety

Emerging & Unmet Needs



Income Support



Transportation

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

*Data represents the Greater Toronto Area.

Caller Satisfaction

95%

Satisfied /
Very Satisfied

79%

Had Issues
Resolved

82%

Felt Better
Prepared

Agency Data

- Re-prioritized basic needs data and COVID-19 related services such as income support, health and mental health services
- Early focus on continuing, new and emerging services (Received over 600 updates in 24 hours)
- Created tools to enable faster collection and sharing of data updates

