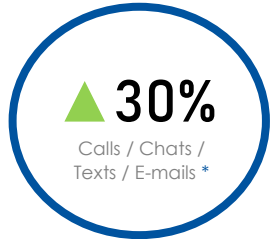


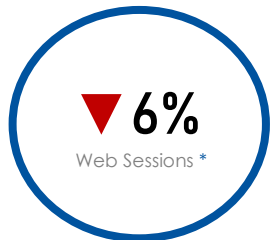
211 Central | Durham Region Frontline Report | Aug 28-Sep 10, 2020



Connections



* Increase over same period in 2019.



* Decrease over same period in 2019. Web sessions interrupted during domain change.

System Impact

95%

Satisfied /
Very Satisfied

68%

Had Issues
Resolved

85%

Felt Better
Prepared

17%



Health

14%



Housing
Assistance

12%



Mental Health
Support

12%



Legal / Public
Safety

11%



Community
Information

Service Navigator Reflections



COVID-19 Testing Centres



Service Re-Opening



Food Banks/Grocery Delivery



School Re-Opening

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](#)



CALL, TEXT, CHAT, E-MAIL

► Dial 2-1-1 | 24/7

► Send an SMS to 21166

► [211Ontario.ca/chat](#)

► gethelp@211Ontario.ca

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