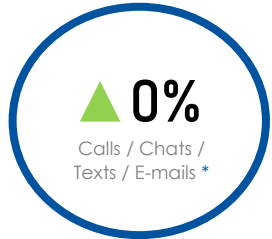


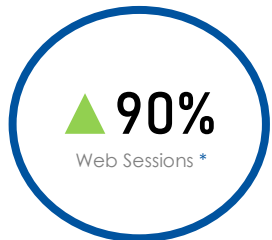
# 211 Central | Durham Region Frontline Report | Sep 11-Sep 24, 2020



## Connections

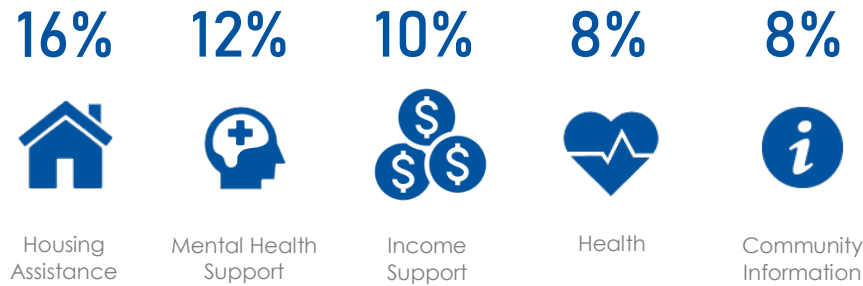


\* Increase over same period in 2019.



\* Increase over same period in 2019. Based on 211Ontario.ca due to 211Central.ca domain change.

## System Impact



## Service Navigator Reflections



## 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

### 211 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](mailto:gethelp@211Ontario.ca)

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