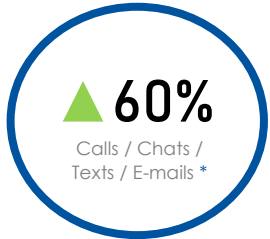


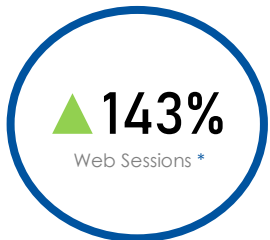
211 Central | Durham Region Frontline Report | Oct 9-Oct 22, 2020



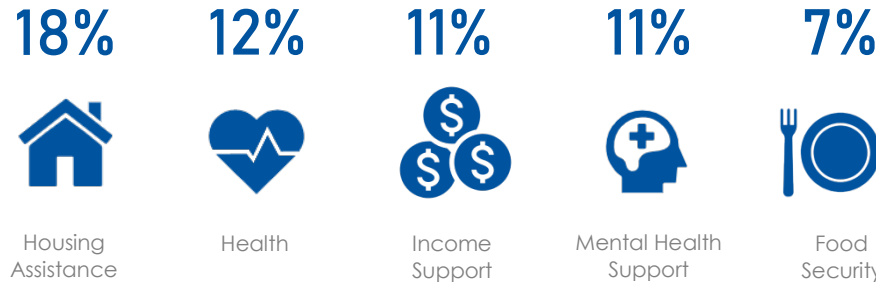
Connections



* Increase over same period in 2019.



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



Service Navigator Reflections



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

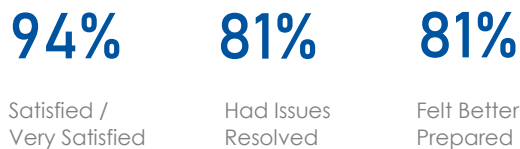
► Dial 2-1-1 | 24/7

► Send an SMS to 21166

► [211Ontario.ca/chat](#)

► gethelp@211Ontario.ca

System Impact



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

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