

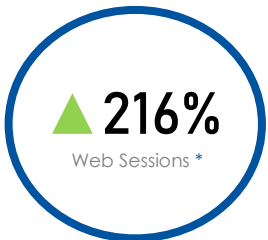
# 211 Central | Durham Region Frontline Report | Dec 18-Dec 31, 2020



## Connections



\* Increase over same period in 2019.



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## System Impact

**94%**

Satisfied / Very Satisfied

**83%**

Had Issues Resolved

**86%**

Felt Better Prepared

**13%**



Mental Health Support

**13%**



Health

**12%**



Housing Assistance

**12%**



Community Information

**10%**



Legal / Public Safety

\* Learn about the [Canadian AIRS Needs Categories – Data Dictionary](#).

## Service Navigator Reflections



Food & Grocery Delivery



Lockdown Rules & Restrictions



COVID-19 Vaccination



Canada Recovery Benefit

## 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 Durham 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 [Durham.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 [Durham.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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