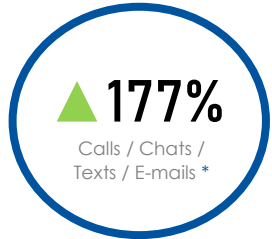


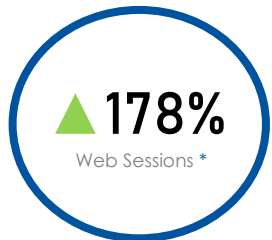
# 211 Central | Durham Region Frontline Report | Jan 1-Jan 14, 2021



## Connections



\* Increase over same period in 2020.



\* Increase over same period in 2020. 211Ontario.ca GTA Web Sessions.

14%



Housing Assistance

13%



Community Information

11%



Health

11%



Government Services

11%



Legal / Public Safety

## Service Navigator Reflections



Food & Grocery Delivery



Confusion & Fear around Lockdown



Mental Distress among Seniors



Evictions & Affordable Housing

## System Impact

91%

Satisfied / Very Satisfied

79%

Had Issues Resolved

87%

Felt Better Prepared

## 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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