

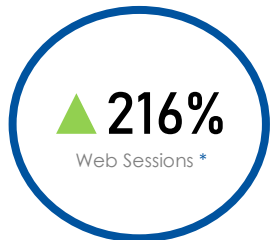
# 211 Central | Peel Region Frontline Report | Dec 18-Dec 31, 2020



## Connections



\* Increase over same period in 2019.



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20%



Health

16%



Community Information

12%



Mental Health Support

9%



Government Services

8%



Housing Assistance

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

## Service Navigator Reflections



Food & Grocery Delivery



Lockdown Rules & Restrictions



COVID-19 Vaccination



Canada Recovery Benefit

## System Impact

94%

Satisfied / Very Satisfied

83%

Had Issues Resolved

86%

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 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](mailto:gethelp@211Ontario.ca)

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