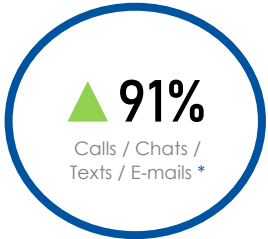


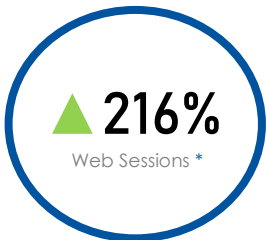
211 Central | York Region Frontline Report | Dec 18-Dec 31, 2020



Connections



* Increase over same period in 2019.



* Increase over same period in 2019. 211Ontario.ca GTA Web Sessions.

System Impact

94%

Satisfied / Very Satisfied

83%

Had Issues Resolved

86%

Felt Better Prepared

18%



Health

15%



Community Information

11%



Mental Health Support

11%



Legal / Public Safety

9%



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

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

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

Funded by the Government of Canada

