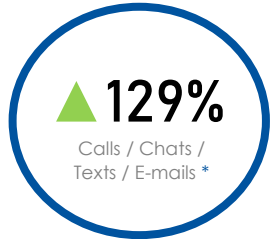


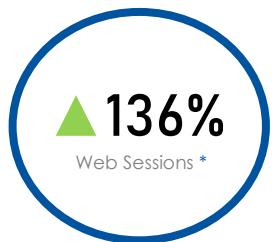
211 Central | Durham Region Frontline Report | Jan 15-Jan 28, 2021



Connections



* Increase over same period in 2020.



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

System Impact



14%



Legal / Public Safety

13%



Health

11%



Housing Assistance

11%



Mental Health Support

10%



Food Security

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

Service Navigator Reflections



Food Banks & Meal Programs



Frustrations with Slow Vaccine Rollout



Post-Pandemic Job Security



Crisis Intervention Helplines

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

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