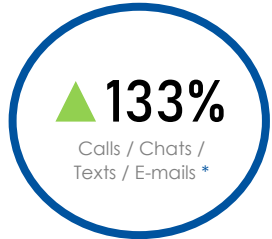


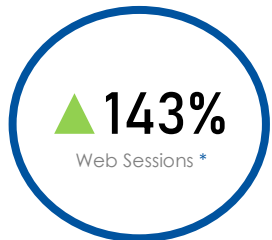
211 Durham | Durham Region Frontline Report | Jan 29-Feb 11, 2021



Connections



* Increase over same period in 2020.



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

System Impact



17% Mental Health Support	12% Housing Assistance	11% Community Information	11% Health	10% Income Support
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* Learn about the [Canadian AIRS Needs Categories – Data Dictionary](#).

Service Navigator Reflections

- Crisis Intervention Helplines
- Counselling Services
- Vaccination Rollout
- Housing Help / Eviction Orders

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

211 **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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