

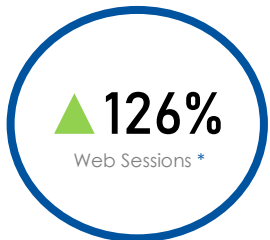
211 Central | York Region Frontline Report | Feb 12-Feb 25, 2021



Connections

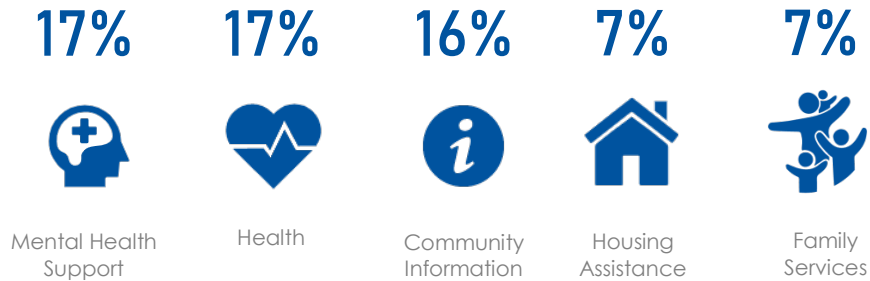
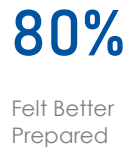


* Increase over same period in 2020.



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

System Impact



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

Service Navigator Reflections



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 [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

