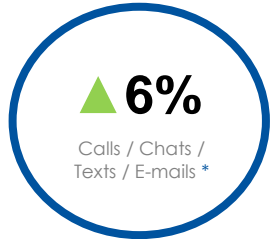


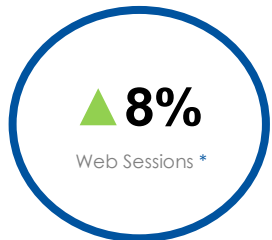
# 211 Durham | Durham Region Frontline Report | Mar 12-Mar 25, 2021



## Connections

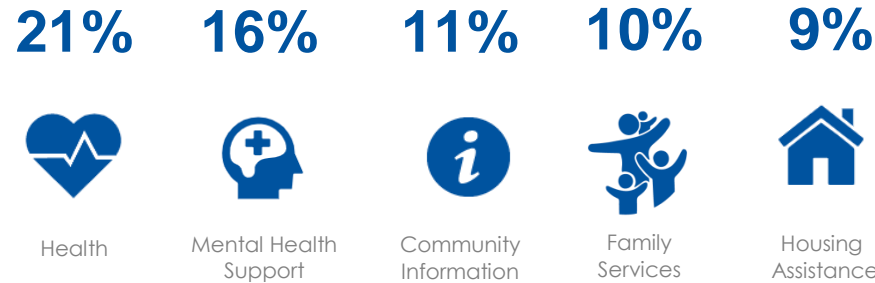


\* Increase over same period in 2020.



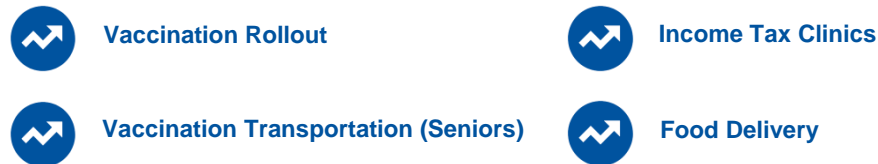
\* Increase over same period in 2020.  
211Ontario.ca GTA Web Sessions.

## 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 [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](mailto: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 Durham Caller Needs, Caller Stories and week over week Snapshots

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