

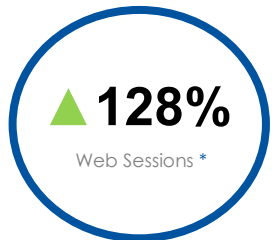
# 211 Durham | Durham Region Frontline Report | Mar 26-Apr 8, 2021



## Connections



\* Increase over same period in 2019.



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211Ontario.ca GTA Web Sessions.

## System Impact

**93%**

Satisfied /  
Very Satisfied

**80%**

Had Issues  
Resolved

**84%**

Felt Better  
Prepared

**24%**



Health

**15%**



Housing  
Assistance

**11%**



Community  
Information

**10%**



Mental Health  
Support

**9%**



Food  
Security

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

## Service Navigator Reflections



**Frustration with Vaccination Booking**



**Full / Waitlisted Services**



**Vaccination Transportation**



**Isolation & Anxiety**

## 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](mailto:gethelp@211Ontario.ca)

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Canada

