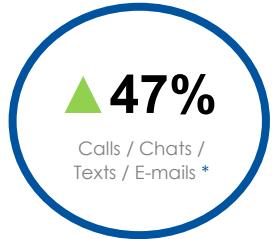


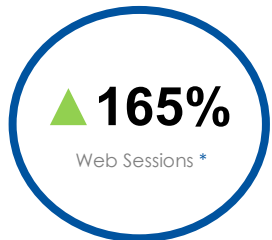
211 Durham | Durham Region Frontline Report | Apr 23-May 6, 2021



Connections



* Increase over same period in 2019.



* Increase over same period in 2019.
211Ontario.ca GTA Web Sessions.

System Impact

94%

Satisfied /
Very Satisfied

82%

Had Issues
Resolved

84%

Felt Better
Prepared

29%



Health

11%



Housing
Assistance

11%



Government
Services

11%



Mental Health
Support

8%



Legal / Public
Safety

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

Service Navigator Reflections



**Vaccine Information (Eligibility /
Transportation)**



**Subsidized Housing /
Rent Assistance**



Food Banks & Food Security



**Mental Health Helplines
for Isolation / Loneliness**

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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