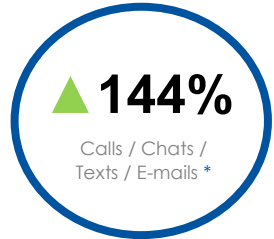


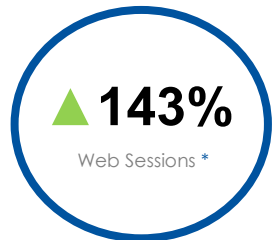
211 Central | Peel Region Frontline Report | May 7-May 20, 2021



Connections



* Increase over same period in 2019.



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

System Impact

94%

Satisfied /
Very Satisfied

90%

Had Issues
Resolved

83%

Felt Better
Prepared

23%



Health

13%



Community
Information

11%



Housing
Assistance

9%



Government
Services

7%



Legal / Public
Safety

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

Service Navigator Reflections



**Vaccine Information (Eligibility /
Transportation)**



Food Banks & Grocery Delivery



**Affordable Housing &
Accessing Air Conditioners**



**Crisis Helplines / Long
Waitlists for Counselling**

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

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
[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

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