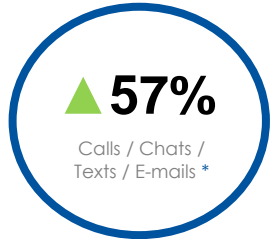


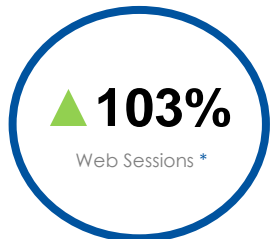
211 Durham | Durham Region Frontline Report | May 21-Jun 3, 2021



Connections



* Increase over same period in 2019.



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

System Impact

94%

Satisfied /
Very Satisfied

66%

Had Issues
Resolved

84%

Felt Better
Prepared

17%



Health

14%



Mental Health
Support

10%



Income
Support

9%



Housing
Assistance

8%



Food
Security

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

Service Navigator Reflections



**Vaccine Information (Eligibility /
Transportation)**



**Affordable Housing / Fear
of Eviction**



Food Banks & Grocery Delivery



**Respite Care / In-Home
Health Services**

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

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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