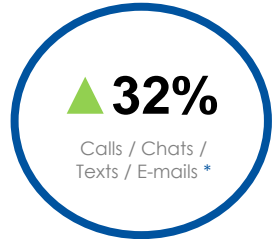


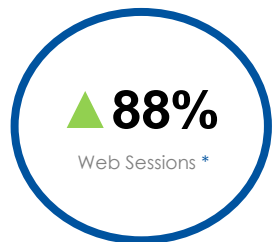
# 211 Durham | Durham Region Frontline Report | July 2-July 15, 2021



## Connections



\* Increase over same period in 2019.



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

## System Impact

**94%**

Satisfied /  
Very Satisfied

**75%**

Had Issues  
Resolved

**83%**

Felt Better  
Prepared

**18%**



Housing  
Assistance

**14%**



Mental Health  
Support

**9%**



Family  
Services

**8%**



Government  
Services

**8%**



Income  
Support

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

## Service Navigator Reflections



**Vaccine Information & Travel  
Restrictions**



**Food Banks & Food Security**



**Affordable Housing &  
Evictions**



**Seniors Support Services  
(PSWs)**

## 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

