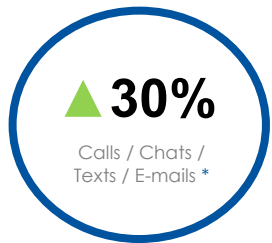


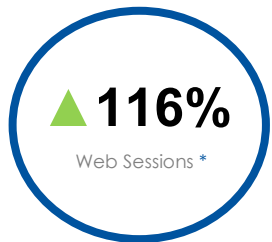
211 Durham | Durham Region Frontline Report | Jun 18-July 1, 2021



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

82%

Felt Better Prepared

20%



Health

17%



Housing Assistance

15%



Mental Health Support

14%



Legal / Public Safety

6%



Income Support

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

Service Navigator Reflections



Vaccine Information & Eligibility for Second Doses



Affordable & Subsidized Housing



Access to Computers / Internet



Counselling Services & Mental Health Supports

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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