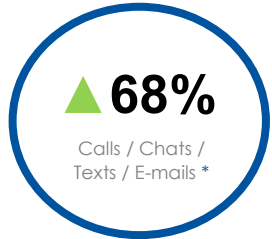


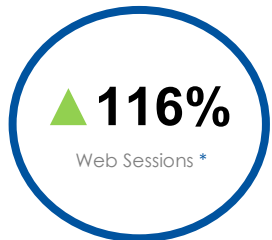
211 Central | York Region Frontline Report | Jun 18-July 1, 2021



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

32%



Health

12%



Housing
Assistance

10%



Community
Information

10%



Mental Health
Support

7%



Legal / Public
Safety

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

Service Navigator Reflections



**Vaccine Information & Eligibility
for Second Doses**



Access to Computers / Internet



**Affordable & Subsidized
Housing**



**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 [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

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

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