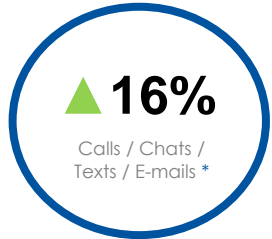


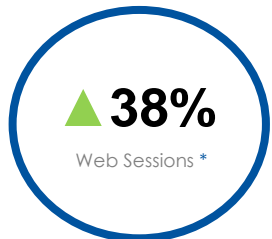
# 211 Durham | Durham Region Frontline Report | Jul 30-Aug 12, 2021



## Connections



\* Increase over same period in 2019.



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

## System Impact

**94%**

Satisfied /  
Very Satisfied

**77%**

Had Issues  
Resolved

**84%**

Felt Better  
Prepared

**18%**



Health

**12%**



Mental Health  
Support

**11%**



Housing  
Assistance

**11%**



Income  
Support

**11%**



Community  
Information

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

## Service Navigator Reflections



**Food Security / Meals & Grocery  
Delivery**



**In-Home Vaccinations**



**Housing Help – Rent, Hydro &  
Evictions**



**Youth Mental Health  
Supports**

## 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

