

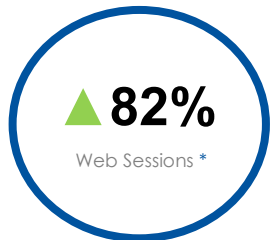
# 211 Central | Peel Region Frontline Report | July 16-July 29, 2021



## Connections



\* Increase over same period in 2019.



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211Ontario.ca GTA Web Sessions.

## System Impact

**96%**

Satisfied /  
Very Satisfied

**73%**

Had Issues  
Resolved

**81%**

Felt Better  
Prepared

**22%**



Community  
Information

**16%**



Health

**12%**



Government  
Services

**9%**



Mental Health  
Support

**8%**



Housing  
Assistance

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

## Service Navigator Reflections



**Anxiety among Parents for  
Children's Return-to-School**



**Food Banks & Food Security**



**Affordable Housing &  
Evictions**



**Frustrations with  
Reduction in CRB support**

## 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

## 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](mailto:gethelp@211Ontario.ca)

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