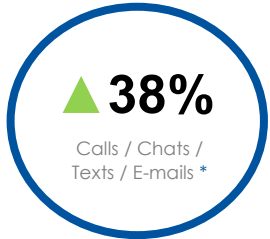


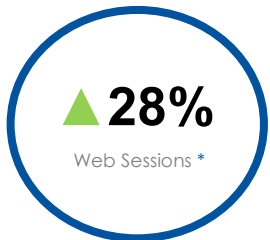
211 Durham | Durham Region Frontline Report | Aug 27-Sep 9, 2021



Connections



* Increase over same period in 2019.



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

System Impact



14%



Mental Health Support

14%



Housing Assistance

11%



Community Information

9%



Family Services

8%



Health

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

Service Navigator Reflections



Food Banks / Meals & Grocery Delivery



Afghan Refugee Donations & Settlement Services



Affordable Housing / Eviction Prevention



Vaccine Passports / Travel Restrictions

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

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