

# 211 Durham | Durham Region Frontline Report | October 2021



## Connections



14%



Mental Health  
Support

13%



Health

12%



Housing  
Assistance

10%



Community  
Information

8%



Income  
Support

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

## Service Navigator Reflections



In-Person Counselling Supports



Employment Resource  
Centres



In-Home Seniors Health Services



Post-CRB Income  
Supports

## System Impact

90%

Satisfied /  
Very Satisfied

72%

Had Issues  
Resolved

81%

Felt Better  
Prepared

## 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 211

► [211Ontario.ca/chat](#)

► [gethelp@211Ontario.ca](mailto:gethelp@211Ontario.ca)

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