

# 211 Durham | Durham Region Frontline Report | November 2021



## Connections



15%



Housing Assistance

14%



Health

12%



Family Services

11%



Mental Health Support

8%



Community Information

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

## Service Navigator Reflections



In-Person Counselling Supports



Booster Vaccine Information (Eligibility / Locations)



Winter Supports (Holiday Hampers / Snow Removal Help)



Post-CRB Income Supports / CRB Repayment Assistance

## System Impact

95%

Satisfied / Very Satisfied

85%

Had Issues Resolved

75%

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)

Funded by the Government of Canada

