

211 Central | York Region Frontline Report | November 2021



Connections

342

Calls / Chats /
Texts / E-mails

47,028

Web Sessions

14%



Mental Health
Support

13%



Housing
Assistance

13%



Health

10%



Community
Information

10%



Family
Services

* 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
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 211

► [211Ontario.ca/chat](#)

► gethelp@211Ontario.ca

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