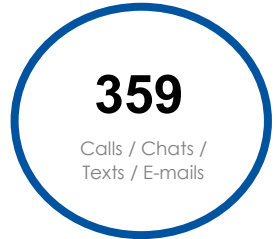


211 Durham | Durham Region Frontline Report | December 2021



Connections



19%



Medical Information Services

10%



Vaccine Information

10%



Homeless Shelter

9%



Crisis Intervention Helplines

7%



Infectious Disease Specialty

On Our Radar...



Homeless Shelter needs increasing since Dec 24



Booster Vaccines / COVID Rapid Tests



Christmas Programs a top unmet need this month



Grocery Ordering / Delivery a top unmet need this month

On Our Radar is comprised using multiple data sets and Service Navigator reflections.

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

System Impact

93%

Satisfied / Very Satisfied

75%

Had Issues Resolved

82%

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

Funded by the Government of Canada

