

211 Durham | Durham Region Frontline Report | Feb 1-28, 2022



Top 5 Needs

20%



Homeless Shelter

15%



Crisis Intervention Helplines

13%



Utility Assistance

11%



Food Banks

9%



General Counseling Services

On Our Radar...

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



Utility Assistance needs high between Feb 7 – Feb 11 & continue to rise since Feb 24



Emergency Shelter & Affordable Housing Search Assistance needs continue to rise



Mental Health Support needs consistent; particularly Crisis Helplines & Counseling needs



Food Grocery / Delivery & Food Banks (few services available / accepting new clients)

System Impact

94%

Satisfied / Very Satisfied

81%

Had Issues Resolved

83%

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

▶ Call 2-1-1 | 24/7

▶ Send a text to 2-1-1

▶ [211Ontario.ca/chat](#)

▶ gethelp@211Ontario.ca

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