

211 Durham | Durham Region Frontline Report | Jan 1-15, 2022



Top 5 Needs

25%



Medical Information Services

13%



Crisis Intervention Helplines

12%



Homeless Shelter

10%



Food Banks

8%



Home Health Care

On Our Radar...

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



Vaccinations & COVID Restrictions



Emergency Shelter & Housing Help (Evictions)



Mental Health needs consistent / Crisis Helplines long wait times



Food Banks a top unmet need this month

System Impact

93%

Satisfied / Very Satisfied

75%

Had Issues Resolved

69%

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

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