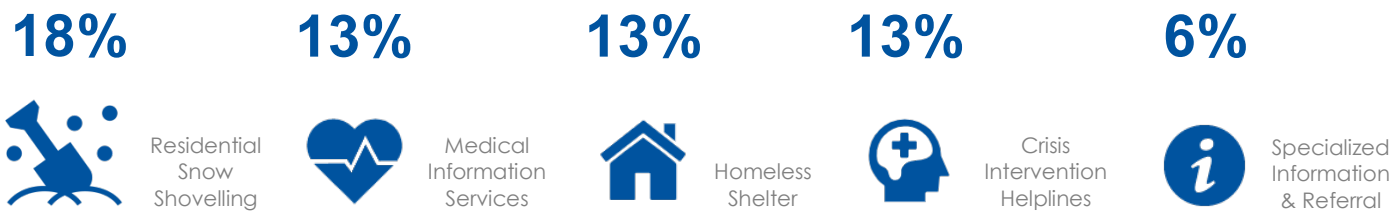


# 211 Durham | Durham Region Frontline Report | Jan 16-31, 2022



## Top 5 Needs



## 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](http://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](http://Durham.211Central.ca)
- CALL, TEXT, CHAT, E-MAIL**
  - ▶ Call 2-1-1 | 24/7
  - ▶ Send a text to 2-1-1
  - ▶ [211Ontario.ca/chat](http://211Ontario.ca/chat)
  - ▶ [gethelp@211Ontario.ca](mailto:gethelp@211Ontario.ca)

## On Our Radar...

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

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li style="margin-bottom: 10px;"> <b>Snow Removal Services for seniors a top unmet need (few services available)</b></li> <li> <b>Mental Health Support needs consistent; particularly Crisis Helplines needs steady since Jan 20</b></li> </ul> | <ul style="list-style-type: none"> <li style="margin-bottom: 10px;"> <b>Emergency Shelter &amp; Affordable Housing Search Assistance needs steady</b></li> <li> <b>Food Grocery / Delivery &amp; Food Banks (few services available / accepting new clients)</b></li> </ul> |
|---|---|

## System Impact



## 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

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