

211 Durham | Durham Region Frontline Report | Oct 1-31, 2022



Top 5 Needs

* Caller needs are tracked using taxonomy (a categorization system that is standard for 211 Service Providers across North America), and are rolled up to categories.

23%



Utility Assistance

11%



Food Banks

9%



Homeless Shelter

9%



Crisis Intervention Helplines

8%



Specialized Information & Referral

On Our Radar...

* On Our Radar is comprised using multiple data sets including caller needs and trends reported by 211 Service Navigators – who answers 211 calls, text, chat and emails. This data does not identify individuals.



Food and Clothing Bank needs continue to rise; many struggling with inflation



Mental Health Support: frustrations continue with lack of in-person services; long wait-times; caregiver burnout



Energy and Utility Assistance needs remain high; often exhausted LEAP funds



Increasing trend in Translation and Interpretation requests particularly for scheduling Ontario Works appointments

System Impact

* System Impact percentages help us understand how the service we provide is received, how people are feeling after they contact 211 and whether more support is needed to address any unmet needs.

92%

Satisfied / Very Satisfied

54%

Had Issues Resolved

81%

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



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

