

211 Durham | Durham Region Frontline Report | Feb 1-28, 2023



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.

15%



Crisis Intervention Helplines

12%



Paratransit Programs

12%



Utility Assistance

10%



Homeless Shelter

8%



Specialized Information & Referral

On Our Radar...

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



Food Security: Calls for Food Banks, Food Hamper Delivery & Grocery Vouchers remain high



Mental Health Support: Concerned parents & family members seeking Mental Health Supports for Children, Youth & Young Adults



Language Services: Steady call flow regarding Translation & Interpretation for Ontario Works appointments



Other Needs & Trends: In-Home Health Supports & Snow Removal Services for isolated Seniors; Canada Housing Benefit inquiries; Income Tax Preparation Assistance

Service Outcome

* Service Outcome 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.

94%

Satisfied / Very Satisfied

81%

Had Issues Resolved

81%

Felt Better Prepared

Business Intelligence

211 data can be used to inform decision-making and investment in our communities:

211 National Expansion Portal

► Click [here](#) to view 211 caller stats and stories from Manitoba, New Brunswick, and Newfoundland & Labrador

211 Ontario Needs Dashboard

► To learn more about the needs identified in Ontario communities, visit Ontario 211's [public dashboard](#)

211 Central Data Snapshots

► Click [here](#) to view 211 Central Caller Needs, Caller Stories and monthly GTA Data Snapshots

How You Can Help



ADD 211 TO YOUR WEBSITES

► Click [here](#) to access the 211 Widget for your website. This will encourage your site visitors to search [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



CONTACT 211 FOR SUPPORT

- Call or Text 2-1-1
- Search [211Central.ca](#)
- Chat [211Ontario.ca/chat](#)
- Email gethelp@211Ontario.ca

