

211 Durham | Durham Region Frontline Report | Apr 1-30, 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.

17%



Crisis Intervention & Counseling

12%



Homeless Shelter

9%



Utility Assistance

6%



Food Banks

5%



Housing Search Assistance

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.



Housing Assistance: Rise in contacts for Emergency Shelter; many shelters at capacity and not accepting new clients; Housing crisis



Mental Health Support: Youth and young adults requesting Mental Health services and Counseling; Caregivers feeling burnout and stress



Tax Assistance: Contacts remained high from those looking for volunteer Income Tax Clinics still accepting clients



Other Needs & Trends: assistance with incontinence supplies, nutritional supplements, food voucher programs; transportation to medical appointments; Autism supports

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

77%

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, trends and monthly GTA Data Snapshots

How You Can Help



DOWNLOAD THE 211 TOOLKIT

► Click [here](#) to download the 211 Digital Toolkit (via WeTransfer) and help raise awareness about the 211 service. The 211 Toolkit includes shareables for social media, a 211 widget for websites, information about presentations, ordering materials and more!



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

