

# 211 Durham | Durham Region Frontline Report | June 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.

19%



Utility Assistance

11%



Housing Search Assistance

8%



Homeless Shelter

7%



Rent Payment Assistance

6%



Crisis Intervention Helplines

## 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:** information about Canada Grocery Rebate Program; requests for Food Programs and after-hours Meal Services



**Mental Health Support:** immediate Crisis Intervention and Counseling; repeat requests for mental health well-being checks and follow-up from community mental health workers



**Utility Assistance:** many requests for hydro/gas bill payment assistance; utilities disconnected due to non-payment; unable to afford increased rates



**Seniors Support:** several seniors and caregivers seeking Financial Support programs to cover costs of living, homemaking, PSW's; report pension insufficient to support

## 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.

92%

Satisfied / Very Satisfied

78%

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](mailto:gethelp@211Ontario.ca)

