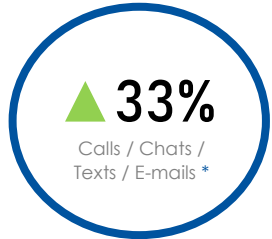
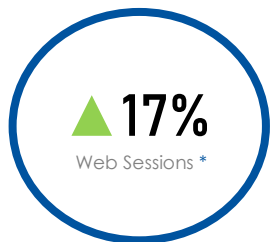




Connections

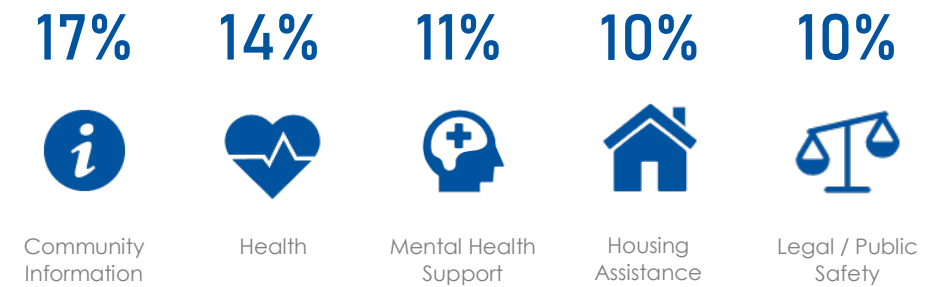
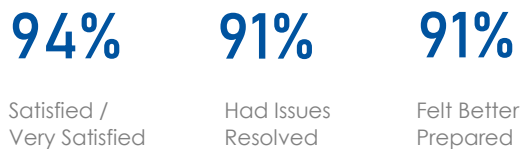


* Increase over same period in 2019.



* Increase over same period in 2019. Overall web sessions during COVID-19 up by 46%.

System Impact



Service Navigator Reflections



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 Central 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 [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 [211Central.ca](#)
- CALL, TEXT, CHAT, E-MAIL**
 - ▶ Dial 2-1-1 | 24/7
 - ▶ Send an SMS to 21166
 - ▶ [211Ontario.ca/chat](#)
 - ▶ gethelp@211Ontario.ca