# 211 Central | Durham Region COVID-19 Report | July 31-Aug 13, 2020





Central Region

### **Connections**



\*Increase over same period in 2019.



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14%

Community

Information

13%

Housing

Assistance

12%

10%

10%

Health

Mental Health Support

Income Support

## Service Navigator Reflections



School Reopening



Difficulty Connecting to Services



Back-to-School Supplies



**COVID Compliance Frustrations** 

### System Impact

95%

82%

86%

Satisfied / Very Satisfied Had Issues Resolved

Felt Better Prepared

### **Business Intelligence**

211 data can be used to inform decisionmaking 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 <u>here</u> 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







