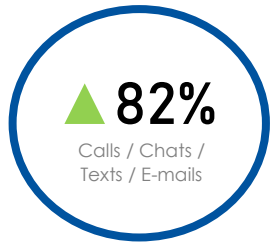


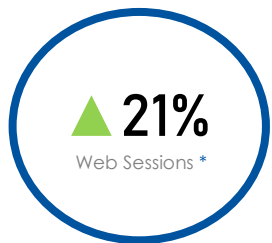
# 211 Central | Durham Region COVID-19 Report | June 12-June 18, 2020



## Connections



\* Increase over same period in 2019.



\* Increase over same period in 2019. Overall web sessions during COVID-19 up by 56%.

20%



Community Information

13%



Mental Health Support

12%



Housing Assistance

12%



Income Support

9%



Government Services

## Service Navigator Reflections



Service Re-Opening



Employment Assistance



Housing Assistance



Old Age Security

## System Impact

97%

Satisfied / Very Satisfied

90%

Had Issues Resolved

80%

Felt Better Prepared

## 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

► To view Regional COVID-19 week over week Snapshots, visit [211Central.ca/COVID19Snapshots](#)

## How You Can Help



### AGENCY RECORD UPDATES

► To let 211 know about changes to services in response to COVID-19, visit: [211Ontario.ca/tell-211-about-changes-in-services/](#)



### 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](mailto:gethelp@211Ontario.ca)

