



Findhelp | 211 connects people to social services through 24/7 multilingual navigation, crisis response, specialty helplines, online searches, and a comprehensive database of human and social services. Working with our partners, we strive to deliver equitable services for vulnerable people in our communities.

## FINDHELP | 211 SECTOR SNAPSHOT:

Durham Region – December 2023

The purpose of this report is to provide an overview of top and emerging client needs.

### TOP 3 CLIENT WEB SEARCHES <sup>1</sup>



211Central.ca

Food Security



Homeless Shelter

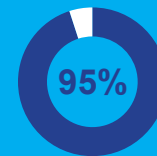


Mental Health Support

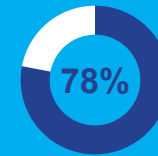


## COMMITMENT TO SERVICE EXCELLENCE

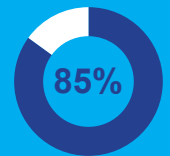
Our commitment to service excellence is unparalleled. As the partner of choice for government and community partners, our team strives to exceed service standards.<sup>2</sup>



Of Clients Were Satisfied / Very Satisfied



Of Clients Had Issues Resolved



Of Clients Felt Better Prepared

### TOP 5 CLIENT NEEDS <sup>3,4,5</sup>

20%

Housing Assistance



20%

Mental Health Support



10%

Community Information



8%

Family Services



7%

Health



## TRENDS & UNMET CLIENT NEEDS <sup>6</sup>

Over the past month, these have consistently been top issues as identified by our Service Navigators:

- 1. MENTAL HEALTH SUPPORT:** Many clients experiencing loneliness during holiday season seeking a listening ear; Clients report increased anxiety, stress, and depression due to struggle with securing shelter, food, clothing, financial aid and refugee supports
- 2. HOLIDAY HELP / FOOD SECURITY:** Spike in calls for assistance with finding holiday hamper programs (many applications closed); Increased inquiries for food banks and Christmas Day meals across the GTA
- 3. UNMET NEEDS:** Mental Health Support; Holiday Hamper Programs; Home Health Care; Shelter Information Services; Food Banks

## GET INVOLVED

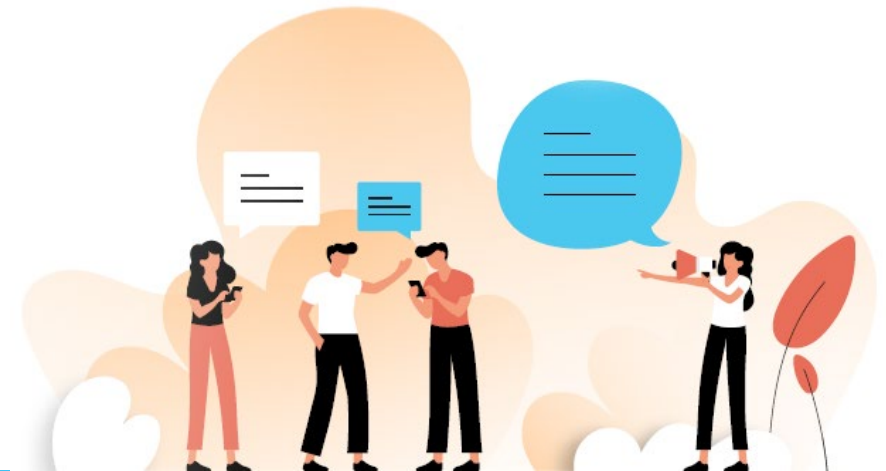
- [Update Your Agency's 211 Profile](#)
- Request a 211 Overview / Training: [training@findhelp.ca](mailto:training@findhelp.ca)
- Order 211 Promotional Materials: [211outreach@findhelp.ca](mailto:211outreach@findhelp.ca)
- View our Data Insights: [211 National Expansion Portal](#), [211 Ontario Needs Dashboard](#), [211 Data Snapshots \(GTA\)](#)

**CONTACT US:** [211outreach@findhelp.ca](mailto:211outreach@findhelp.ca)

## 211 CLIENT STORY

A client contacted 211 and stated that he was looking for trauma counselling. The client further explained that he had lost his housing over a year ago, and he was just getting back on his feet. He had also lost custody of his children during that time, and he was rebuilding his relationship with them.

The Service Navigator searched for trauma counselling services in Durham Region and provided the client with the referrals. She explained that he could ask his family doctor for a referral to a psychiatrist if needed. The Service Navigator asked the caller if he would also like a referral to a 24-hour crisis helpline and explained that the Durham Region has a mobile crisis response service should he be in a crisis. She offered to text all the referrals to the caller, so that he would have easy access to them, and the client agreed. The Navigator wanted to make sure that the caller received the services that he needed, so she offered a follow-up call and the client accepted.



<sup>1</sup> Top 3 Client Web Searches across the Greater Toronto Area via 211Central.ca

<sup>2</sup> Service Outcome percentages help us understand how the service we provide is received, how clients are feeling after they contact 211 and whether more support is needed to address any unmet client needs.

<sup>3</sup> Client Needs are tracked using taxonomy (a categorization system that is standard for 211 Service Providers across North America) and are rolled up to categories.

<sup>4</sup> Learn about the [Canadian AIRS Needs Categories – Data Dictionary](#).

<sup>5</sup> 'Community Information' represents Shelter Information Services and Government Assistance Programs needs.

<sup>6</sup> Trends & Unmet Client Needs is comprised using multiple data sets including client needs, unmet needs and trends reported by 211 Service Navigators – who answer 211 calls, text, chat, and emails. This data does not identify individuals.



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