



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 – January 2024

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

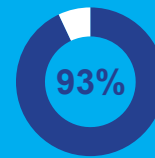


Mental Health Support

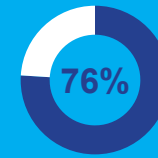


## COMMITMENT TO SERVICE EXCELLENCE

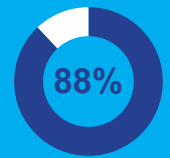
Our commitment to service excellence is unparalleled. As the partner of choice for government and community partners, our team strives to exceed service standards.<sup>2</sup>



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>

17%

Mental Health Support



16%

Housing Assistance



10%

Health



8%

Legal / Public Safety Services



7%

Community Information



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

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

- 1. HEALTH / MENTAL HEALTH SUPPORT:** Increase in health-related inquiries from clients in need of a family doctor or home visit doctor programs; Frustrations rise with long waitlists for in-person counselling and wait times for helplines; Clients report increased stress and anxiety while seeking assistance with bills
- 2. HOUSING / REFUGEE SUPPORT:** Calls for shelter space increase as many shelters reach capacity; Many refugee clients continue to seek permanent housing, healthcare, food, clothing and Ontario Works assistance
- 3. UNMET NEEDS:** Mental Health Support, Homeless Shelter, Utility Assistance

## 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 \(GTA\)](#)

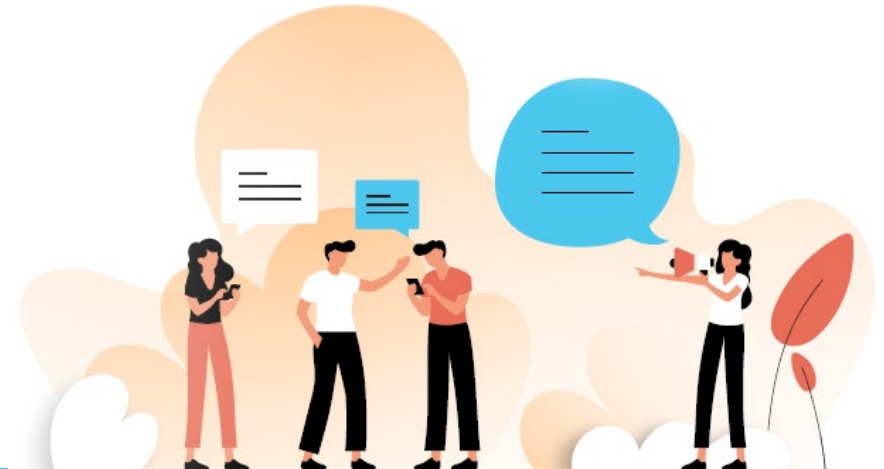
**CONTACT US:** [211outreach@findhelp.ca](mailto:211outreach@findhelp.ca)

## 211 CLIENT STORY

A religious leader from a local place of worship contacted 211 stating that he was noticing an increase of homeless youth in the area. The leader stated that he had learned about 211 from a poster in a local library and hoped that the Service Navigator could tell him what supports were available for youth experiencing homelessness in his area. He wanted to help, but he was not sure where to start.

The Service Navigator listened attentively as the leader outlined his concerns for the youth. Together they discussed the probable needs of the youth. The Navigator then provided several referrals to services that provided counselling, assistance with addictions, outreach, help with basic needs and identification clinics.

The leader expressed feeling hopeful and shared his excitement after learning about the various supports available. He was also very happy to know they can access social service information on the 211 website, via text or chat or by calling 211 at anytime.



<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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