



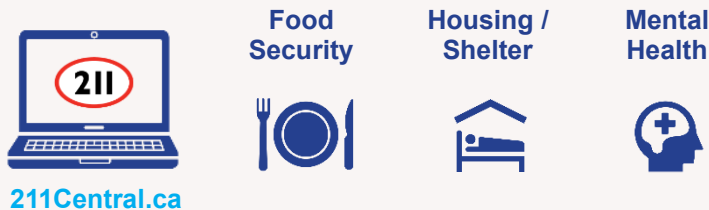
Findhelp | 211 connects people to services through 24/7 multilingual navigation, crisis response, specialty helplines, online searches, and a comprehensive database of human and social services. Working with our partners, we strive to deliver equitable access for vulnerable people in our communities.

FINDHELP | 211 SECTOR SNAPSHOT:

Durham Region – August 2024

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

TOP 3 CLIENT WEB SEARCHES ¹



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.²



TOP 5 CLIENT SERVICE NEEDS ^{3,4,5}



TRENDS & UNMET CLIENT SERVICE NEEDS⁶

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

- 1. MENTAL HEALTH:** In comparison to the previous month, 211 contacts related to wellbeing checks for individuals in crisis from concerned members of the public, family and friends, and community professionals have remained steady.
- 2. HOUSING / SHELTER:** We noticed a growing need for housing and shelter from large families and those fleeing violence. Families with pets are also facing challenges with shelter placement, which often requires advocacy from our navigators. In addition, many clients contacted 211 for assistance with eviction prevention or housing costs. There was a rise in contacts for home maintenance support and shelter/housing assistance after storms, flooding, and inclement weather in the past month.
- 3. UNMET NEEDS:** Housing / Shelter, Mental Health, Health

GET INVOLVED

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

CONTACT US: 211outreach@findhelp.ca

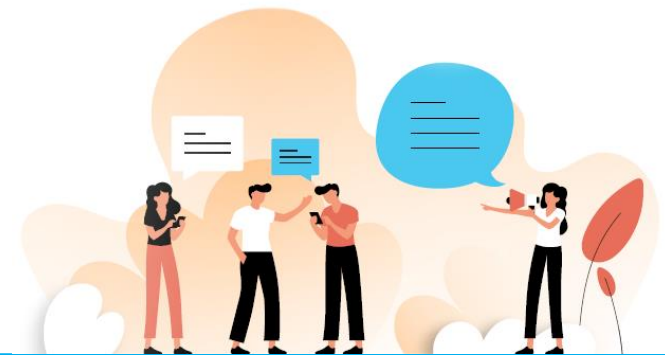
211 CLIENT STORY

A client from Ajax contacted 211 requesting assistance with filling out forms. He shared that he had received his paper applications for subsidized housing, Ontario Works, and permanent residency, however, English wasn't his first language, and he was having trouble understanding any of the information on the forms due to the language barrier.

The Service Navigator searched for agencies within the Durham Region that provided form-filling services in Farsi, which the client identified as his first language. Unfortunately, there were no agencies within the Durham region that met these requirements, however there were three agencies located in Scarborough that provided this service in Farsi. The client accepted these referrals, and, with the client's agreement, the Navigator scheduled a follow-up call in a few days time to ensure he found an appropriate agency.

The client contacted 211 again less than an hour later and notified the Navigator that none of the agencies were able to support him due to his complex needs (some agencies were only willing to help him with his permanent residency application). Also, two out of three of the agencies did not have a Farsi-speaking support person readily available in the time frame that he needed. He also expressed having challenges with contacting the agencies himself due to the language barrier.

The Navigator conducted another search for agencies providing form-filling assistance in the Farsi language. However, with the client's permission, this time the Navigator contacted each agency first on the client's behalf to ensure that they could support him with the forms he needed in the timeframe that was required. After contacting a few agencies, the Centre for Immigrant and Community Services was confirmed as an appropriate resource that would be able to assist the client and the Navigator helped with booking the client an appointment as well.



¹ Top 3 Client Web Searches across the Greater Toronto Area via 211Central.ca
² 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 service needs.
³ Client Service Needs are tracked using taxonomy (a categorization system that is standard for 211 Service Providers across North America) and are rolled up to categories.
⁴ Learn about the [Canadian AIRS Needs Categories – Data Dictionary](#).
⁵ 'Individual / Family' represents Case Management, Care Planning & Advocacy needs.
⁶ Trends & Unmet Client Service Needs is comprised using multiple data sets including client service needs, unmet client service needs and trends reported by 211 Service Navigators – who answer 211 calls, text, chat, and emails. This data does not identify individuals.



Free | Confidential | 200+ Languages | 24/7 | Live Answer