



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 – October 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



Housing / Shelter

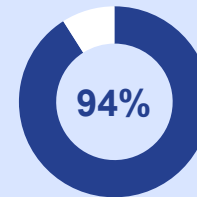


Mental Health

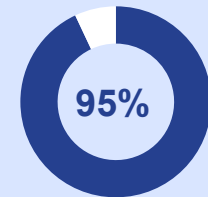


## COMMITMENT TO SERVICE EXCELLENCE

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



Of Clients  
Would Absolutely  
Call 211 Back



Of Clients Felt  
211 Service Navigators  
Were Attentive & Friendly

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

21%

Mental Health



19%

Housing / Shelter



10%

Health



7%

Legal / Public Safety



7%

Individual / Family



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

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

- 1. HOUSING / SHELTER:** Housing and shelter-related needs remained steady compared to previous months. We continued to see high demand for shelter space, with reports of shelters at capacity across the GTA. Additionally, 211 contacts related to street outreach for individuals experiencing homelessness increased with colder weather, as did reports from renters whose landlords had yet to turn on the heat or refused to.
- 2. FOOD SECURITY:** We noticed a daily spike in food bank related calls to 211 from all parts across the GTA. Many callers were seeking food bank referrals for evenings and weekends when options are limited on those days. Calls for seasonal holiday meals rose around Thanksgiving, however programs for these types of meals are limited across the GTA.
- 3. UNMET NEEDS:** Mental Health, Food Security, Income / Financial

## 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)

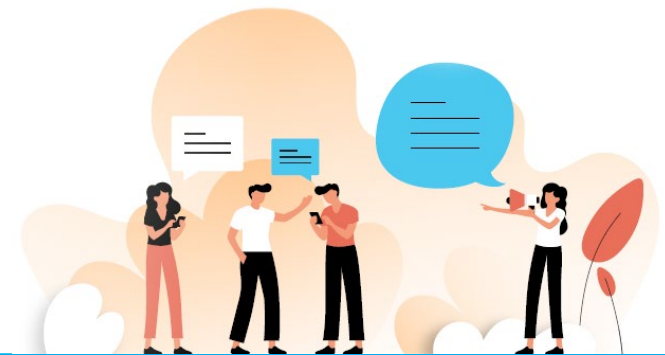
## 211 CLIENT STORY

A client contacted 211 looking for resources. She explained that she was the sister of an adult man, who was experiencing homelessness. The client stated that after a couple of months in a shelter, her brother was being discharged with no other place to go.

The client shared that she was unable to house him as she did not believe that would be allowed with her landlord, and that she did not want to see her brother on the street. She said her brother was a low-income earner and was having difficulty finding affordable rental units.

The Service Navigator assessed the situation and found out what programs or services the client had already tried connecting to. She then offered resources such as shelter information/intake lines in other regions outside of Durham including York and Peel, as well as providing information on transitional homes, and organizations offering housing search assistance.

The Navigator wanted to make sure that the client's brother found a place to stay. She offered a follow-up call so that 211 staff could check on how the referrals worked out and offer more resources if needed, and the client agreed.



<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 service needs.  
<sup>3</sup> 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.  
<sup>4</sup> Learn about the [Canadian AIRS Needs Categories – Data Dictionary](#).  
<sup>5</sup> 'Individual / Family' represents Case Management, Care Planning & Advocacy needs.  
<sup>6</sup> 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.



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