







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 – November 2024

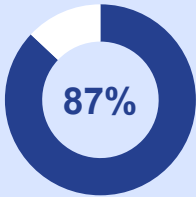
The purpose of this report is to provide an overview of top and emerging client needs.

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

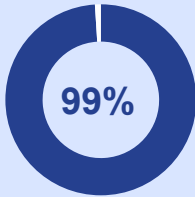
 <a href="https://211Central.ca">211Central.ca</a>	<p>Food Security</p> 	<p>Housing / Shelter</p> 	<p>Mental Health</p> 
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## COMMITMENT TO SERVICE EXCELLENCE

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>

<p>20%</p> <p>Mental Health</p> 	<p>18%</p> <p>Housing / Shelter</p> 	<p>10%</p> <p>Individual / Family</p> 	<p>9%</p> <p>Legal / Public Safety</p> 	<p>8%</p> <p>Health</p> 
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## 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:** In November, we noticed a rise in calls from individuals experiencing homelessness and seeking shelter including families, youth, and newcomers; many shelters were at capacity and some areas did not have shelters that matched the caller's demographics; In addition, many of callers were also facing eviction and did not have access to transportation to travel to shelters outside of their local area; Callers reported negative impacts on their mental health as a result of having nowhere to go and indicated needing emotional support; As the weather gets colder, many concerned members of the public contacted 211 worried about individuals in encampments and inquiring about warming centres; We also received calls reporting individuals experiencing homelessness were seeking shelter at a community centre, library, and place of business to escape cold.
- 2. MENTAL HEALTH:** Mental health-related needs remained steady compared to previous months; We noticed a surge in calls for 24/7 mobile crisis programs and mental health support lines, including from parents seeking a listening ear for youth; Long wait times reported for distress lines from callers experiencing daily stress; Additionally, many callers reported feeling unsatisfied with their hospital visit when themselves or a family member were admitted during a mental health crisis.
- 3. UNMET NEEDS:** Mental Health, Housing / Shelter, Individual / Family

## 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)

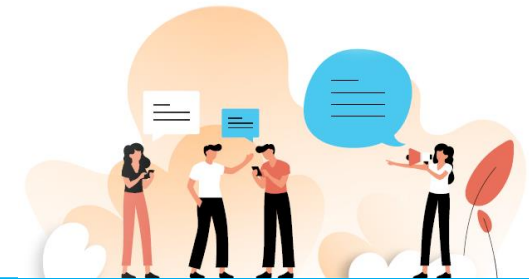
## 211 CLIENT STORY

A 211 Service Navigator received a call from an adult woman. The caller identified herself as a single parent to a school-aged child. The caller indicated that she was struggling financially, and that she had been given the referral to 211 from the Employment Insurance (EI) Office. The caller indicated that she was in transition between receiving funding from EI Sick Benefits to obtaining monies from EI Regular Benefits; there was a period of non-payment between these two programs, and this had caused her to fall behind financially. She stated that she was struggling to make ends meet with regards to basic needs.

The caller expressed that she was afraid of being evicted or upsetting her landlord. The Service Navigator empathized with the caller and probed as to what options she had tried so far. The Service Navigator clarified that the caller and her child needed food. The Service Navigator discussed programs in the area that offer community meal options. The caller said that it had been some time since she had to seek help with food stability support and financial assistance.

The Service Navigator confirmed that the caller had completed the steps to transition to EI Regular Benefits, and that this was being processed. The Service Navigator discussed options in the caller's area for support in paying rental and utility arrears, as the caller identified this as the main source of her fear and financial struggle. The Service Navigator gave a referral to the Housing Stability Program for this support. The Service Navigator discussed accessing Ontario Works assistance should she not be eligible for EI Regular Benefits or if there was a long delay in receiving them. The caller indicated she would contact them if she felt this was needed. The Service Navigator provided the caller with referrals to three food banks local and accessible to the caller and brainstormed how to communicate with the landlord. The caller accepted the offer to have follow-up support from 211.

Another Service Navigator completed a follow-up call with the original caller. The caller indicated that she had applied for Ontario Works and that she reached out to the Housing Stability Program and was waiting for an appointment. The caller also indicated that the landlord has been willing to work with the caller and be patient pending her receiving the proper financial support.



<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.



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