



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 – December 2024

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

TOP 3 CLIENT WEB SEARCHES ¹



211Central.ca

Food Security



Housing / Shelter

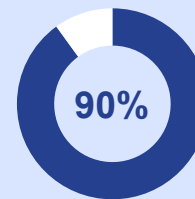


Mental Health

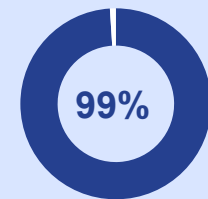


COMMITMENT TO SERVICE EXCELLENCE

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.²



Of Clients
Would Absolutely
Call 211 Back



Of Clients Felt
211 Service Navigators
Were Attentive & Friendly

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

19%

Mental Health



13%

Housing / Shelter



13%

Food Security



12%

Individual / Family



10%

Health



TRENDS & UNMET CLIENT SERVICE NEEDS ⁶

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

- 1. HOUSING / SHELTER:** In December, we observed an increase in calls from individuals experiencing homelessness, seeking shelter, and from newcomers. Many calls also came from individuals facing eviction and requesting prevention support. Callers frequently reported negative impacts on their financial well-being due to high housing costs and expressed the need for temporary financial assistance, employment support, and Ontario Works assistance. The colder weather also led to a spike in contacts to 211 from concerned community members worried about individuals experiencing homelessness. These callers inquired about Out of the Cold programs and warming centres, requested supplies such as sleeping bags, and reported noticing an increase in individuals seeking refuge in public spaces, bus shelters, and places of business to escape the cold.
- 2. MENTAL HEALTH:** Mental health-related needs remained steady at the end of the year. We noticed a surge in calls for behavioural supports and mobile crisis services for youth under 16 in distress. We also received calls from many seniors requesting grief counselling and mental health support.
- 3. UNMET NEEDS:** Mental Health, Health, Individual/Family

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 \(GTA\)](#)

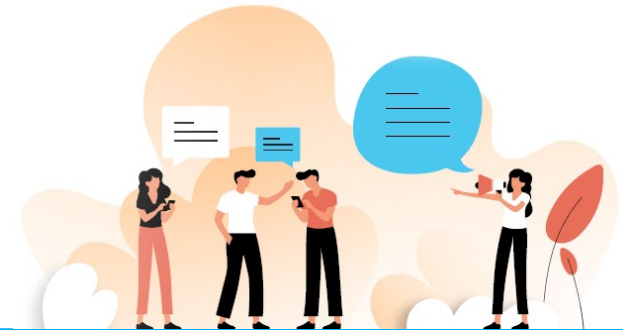
CONTACT US: 211outreach@findhelp.ca

211 CLIENT STORY

We received a call from a client informing the Service Navigator that she felt stressed and was low on food. When the Navigator probed for more details, the client stated that she had applied for assistance through Ontario Works (OW) before her rent was due and assumed she would be approved in time to receive support with her rent. Unfortunately, the day she called 211, OW notified her that it could take up to three or four weeks before being approved. The client explained that this caused her to be short on funds for rent and basic needs. The client sadly said: "I thought I had planned accordingly, but four weeks is a long time to wait for approval."

The Navigator expressed empathy for the client's situation and had a discussion with her about options to improve her situation while she was waiting for assistance from OW. Together, they decided that food banks and rent assistance would be the best alternatives. The Navigator made food banks referrals to The Exchange Program via Caledon Community Services, Our Pantry Program via Knights Table, and the Ste Louise Outreach Centre of Peel food bank. Rent assistance referrals were made to the Ontario Housing Benefit Program and Housing Support Program.

The Navigator found local food banks near the client's residence and let her know exactly how to apply for them. She also found a rent assistance program that served the client's area and explained the application process and what to expect. The client thanked the Navigator, and the Navigator encouraged her to call 211 again anytime if she needed more community information or referrals.



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.



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