



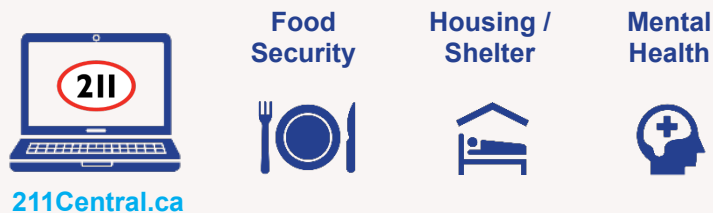
Findhelp | 211 connects people to services through 24/7 multilingual navigation, crisis response, specialty helplines, online searches, and a comprehensive database of human and social services. Working with our partners, we strive to deliver equitable access for vulnerable people in our communities.

## FINDHELP | 211 SECTOR SNAPSHOT:

Durham Region (January – December 2024)

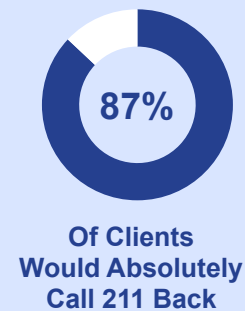
The purpose of this report is to provide an overview of top and emerging client needs.

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



## 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>



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



## 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-inquiries remained at the forefront of caller needs in 2024. Throughout each month, we observed a rise in calls from individuals experiencing homelessness and consistently experienced high demand for shelter space, while receiving many reports of shelters at capacity across the GTA. There were also frequent contacts from callers facing eviction who were requesting help finding rent payment assistance and affordable housing. Worry for individuals experiencing homelessness and seeking refuge in public spaces, bus shelters, and places of business became a growing community concern in 2024. Many members of communities contacted 211 to inquire about street outreach programs, warming centres, and supplies that could help unhoused individuals.
- 2. MENTAL HEALTH:** Inquiries for mental health support remained steady throughout the year. Many callers expressed feeling increasing levels of stress, anxiety and frustration during the cost-of-living crisis. Callers reported that rising prices of food, housing and necessities were greatly affecting their ability to meet day-to-day expenses and negatively impacting their overall well-being. We also noticed a surge in calls for mobile crisis services and wellness checks for persons in crisis and individuals in distress.
- 3. UNMET NEEDS:** Mental Health, Housing / Shelter, Health

## 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)

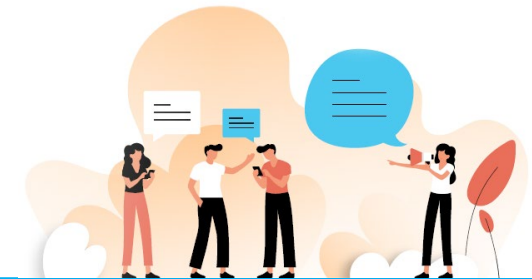
## 211 CLIENT STORY

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.



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