



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 2025

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

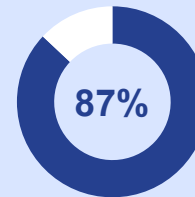


Mental Health

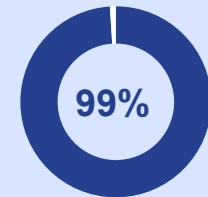


COMMITMENT TO SERVICE EXCELLENCE

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}

18%

Mental Health



16%

Housing / Shelter



11%

Health



9%

Legal / Public Safety



8%

Individual / Family



TRENDS & UNMET CLIENT SERVICE NEEDS ⁶

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

- 1. MENTAL HEALTH:** Inquiries for mental health support were at the forefront of caller needs in January. We observed a rise in calls for mobile crisis services for children and youth, and many inquiries for wellbeing checks for those unhoused who are experiencing mental health issues.
- 2. HOUSING / SHELTER:** We continued to see housing and shelter inquiries as one of the top caller needs at the beginning of the new year. In January, call volume from individuals battling the winter cold while experiencing homelessness, seeking affordable housing and eviction prevention assistance remained steady. Many of these callers identified as seniors and older adults and temporary residents who were displaced and in need of emergency shelter.
- 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

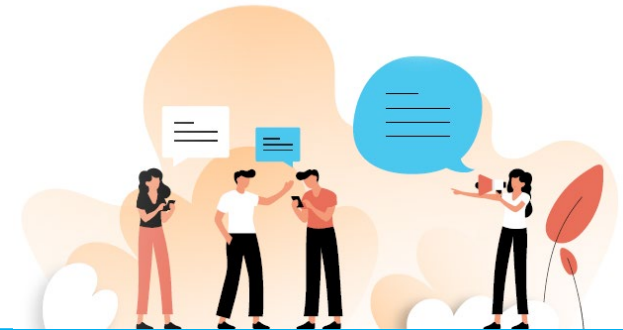
211 CLIENT STORY

Older adult parents called 211 on behalf of their adult son. The son had mental health issues and they said that they wanted to find options for him. They were getting older and it was becoming increasingly difficult for them to take care of him, hence the desire to find sources of support for him when they could no longer care for him.

The Service Navigator asked probing questions to get clarity on the kind of support they were seeking for their son. They were primarily concerned with financial assistance, housing, mental health support and counselling, and case management. The Service Navigator took each subject one by one, making sure that they understood each option before she moved onto the next topic.

First, they discussed financial assistance. She let the callers know how to assist their son in applying first for Ontario Works (OW), and then for the Ontario Disability Support Program (ODSP). They then moved onto housing. She let the callers know that there would very likely be substantial waiting lists for housing, so to apply as soon as possible. She referred them to the Durham Region Non-Profit Housing, Cornerstone Transitional Housing, and the Durham Housing Stability Program.

In terms of mental health support, she gave information and referrals to the parents for Lakeridge Community Mental Health and the Canadian Mental Health Association (CMHA) in Durham Region. She outlined the range of different mental health services at each agency and how to apply. The callers were grateful for the information and resources, and the Service Navigator let them know that they could call 211 again anytime if they had more questions.



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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