



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 – February 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

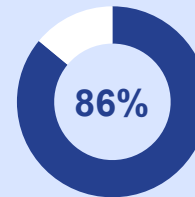


Mental Health

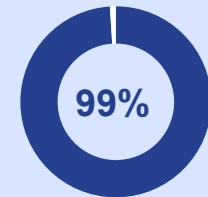


COMMITMENT TO SERVICE EXCELLENCE

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}

19%

Mental Health



15%

Housing / Shelter



9%

Legal / Public Safety



8%

Health



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:** In February we observed a high volume of mental health inquiries. During a time of shifting political landscapes, concerned callers contacted 211 to inquire about the new tariffs imposed by the United States on Canada. Feeling a sense of fear and anxiety, callers sought out support and reassurance in navigating uncertainty amid changing times. In addition, frustrations rose among callers experiencing longer wait times and call back prompts for various distress or emergency support lines. Callers outside of Toronto also contacted 211 inquiring about the similarities and differences between the Toronto Community Crisis Service (TCCS) and other crisis outreach programs in their own regions.
- 2. HOUSING / SHELTER:** Housing and shelter issues showed no signs of slowing down in February. Contacts to 211 from callers seeking affordable housing, facing evictions and experiencing homelessness remained steady, including from families with children who expressed deep concerns over the lack of emergency shelter options during extreme cold weather. Many callers reported an increase in mental health issues as a direct result of their housing situations.
- 3. UNMET NEEDS:** Mental Health, Individual/Family, Health

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: communications@findhelp.ca

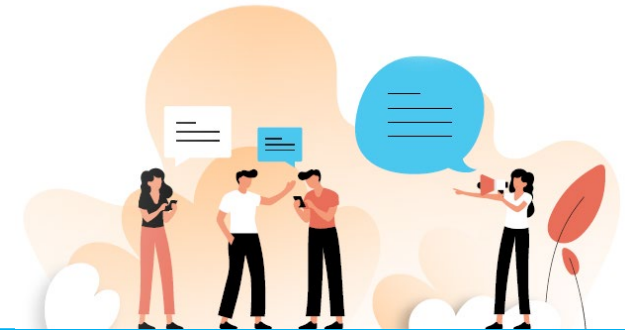
211 CLIENT STORY

A woman called 211 while in mental health distress. The caller stated that she suffered from anxiety and depression. She was unsure of what services were available to her and at the time of the call, was in need of mental health support and someone to talk to. The caller said that she currently lived by herself, and her anxiety was triggered a lot at night due to being alone.

The Service Navigator performed a risk assessment. The caller was not in imminent danger of harming herself, but she did need assistance as soon as possible. The caller and the Service Navigator discussed different options. The caller liked the idea of receiving assistance over the phone. Therefore, the Service Navigator referred her to the Durham Distress Centre. The advantage of this service was that she could call at night when her anxiety was most often triggered. She was also referred to the Crisis Access Linkage Line through Lakeridge Health in case she felt that she was in crisis.

To ensure that she was connected to ongoing support, the Service Navigator gave her information on the different mental health supports offered by Lakeridge Health and Durham Mental Health Services. Finally, she was given a referral to the Canadian Mental Health Association (CMHA) in her area.

The Service Navigator was concerned about the caller and wanted to make sure that she received the services that she needed. She offered a follow up call, and the caller accepted. This way she could ensure that the referrals worked out for the caller and see if she had any new needs.



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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