



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 – March 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

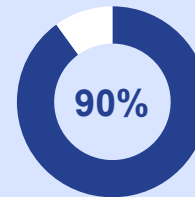


Mental Health

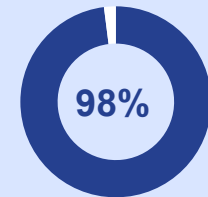


COMMITMENT TO SERVICE EXCELLENCE

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}

22%

Housing /
Shelter



15%

Mental
Health



11%

Legal / Public
Safety



9%

Health



7%

Food
Security



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:** Mental health remained the top need for this past month of March. Many parents of teenagers contacted 211 seeking community mobile crisis programs and services for their children displaying behavioural issues and a lack of interest in attending school. Additionally, we observed an increase in calls from seniors and older adults in search for mental health supports and seniors' centres as a result of experiencing loneliness and a lack of companionship.
- 2. FOOD SECURITY:** In March, food security returned as one of the top 5 client service needs callers contacted 211 for across Peel, York and Durham Regions. We received many reports from those in need of food about limited food bank options in their areas and long wait times to access food banks – in some cases up to 2 weeks.
- 3. ADDITIONAL INSIGHTS:** As the Canadian Dental Care Plan eligibility criteria opened up, we noticed a rise in contacts from those looking for dental support. We also received many inquiries from newcomers who spoke very little to no English, requesting a variety of supports and seeking referrals to community programs and services.
- 4. TOP UNMET NEEDS:** Mental Health, Housing/Shelter, Food Security

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 \(GTA\)](#)
- Complete a [Short Survey](#) to Share Feedback on 211 Data Snapshots and our New [Self-Serve Platform](#)

CONTACT US: communications@findhelp.ca

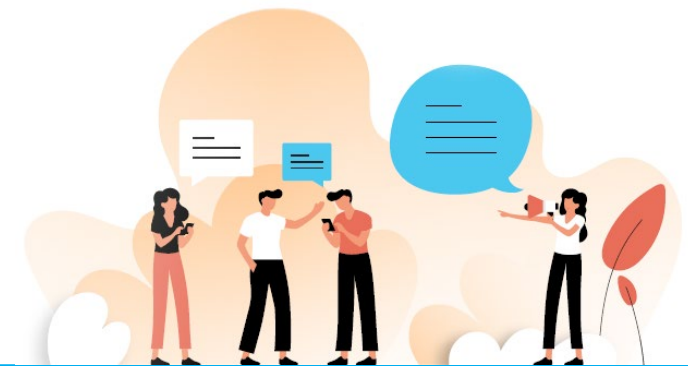
211 CLIENT STORY

A female caller was transferred by the 9-8-8 Suicide Crisis Line to 211. The caller told the 211 Service Navigator that for the past few days her depression and anxiety had worsened. She had been having thoughts of suicide, mostly during nighttime, and did not know where to turn to for immediate help.

The 211 Service Navigator completed a risk assessment with the caller to ensure that she was safe on the line. The caller stated that she was not going to harm herself. Her medication was away in the kitchen, and she was in her bedroom. She was currently getting counselling with a psychiatrist and was meeting with her family physician regularly to talk about her mental health. It was hard for her to cope when these supports were not available.

The caller reported experiencing significant stress due to financial difficulties. She had attempted to apply for Ontario Works but was ineligible due to her husband's income exceeding the program's threshold. Additionally, she was awaiting approval for her Ontario Disability Support Program (ODSP) application. In the meantime, she had been relying on a local food bank for support.

The caller indicated that although she was seeing a psychiatrist and had access to mental supports, she was looking for after hours mental health services immediately. She was given specific information on the *Crisis Access Linkage Line (CALL)* and *Distress Centre Durham* to call to talk to someone anytime during the day or night. She was also provided with information about the mobile crisis service that operates Monday to Friday, 7 am – 7 pm. The caller said that this was what she was looking for, and the Service Navigator encouraged her to call 211 anytime if she had more questions or needed more help.



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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