



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 – October 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

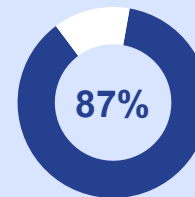


Mental Health

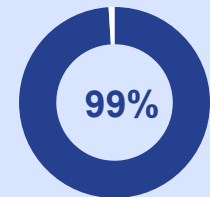


COMMITMENT TO SERVICE EXCELLENCE

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}

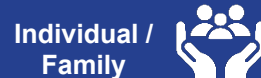
20%



18%



9%



8%



8%



TRENDS & UNMET CLIENT SERVICE NEEDS⁶

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

- 1. MENTAL HEALTH:** Callers looking for mental health services and crisis lines offering text and chat communication when they can't or don't want to call and facing difficulties as very few lines have these features
- 2. HOUSING / SHELTER:** Callers are unable to get shelter spaces and are looking for drop-in centres and mental health support; Callers looking for assistance with heating costs
- 3. HOLIDAY SUPPORT:** Callers seeking support with Thanksgiving meals, supplies, and information about food banks; callers looking to register/apply for Christmas toy programs
- 4. TOP UNMET NEEDS:** Mental Health, Housing / Shelter, Income Support / Financial Assistance

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 \(GTA\)](#)

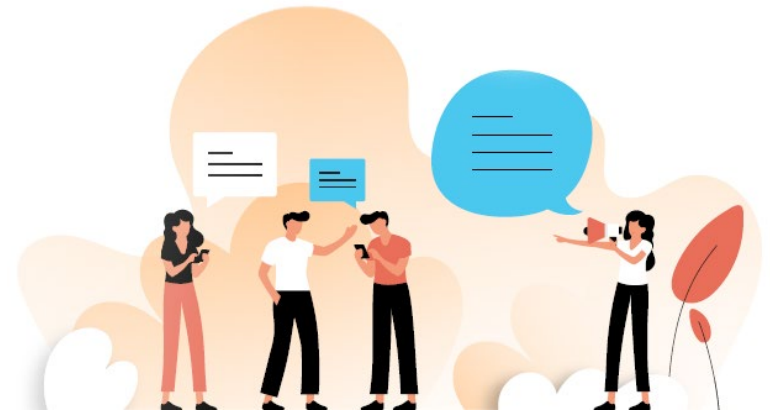
CONTACT US: communications@findhelp.ca

211 CLIENT STORY

Emergency Housing Options

A 211 caller reached out in distress, seeking emergency affordable housing options. Her family had been facing serious issues with a neighbour who had been antagonizing them with racist remarks and physical threats. The situation escalated when the neighbour chased her child while holding a gun. Although the police intervened and charges were laid, the neighbour was released, leaving the caller feeling unsafe in her own home. She wanted help finding safer housing, along with victim support and counselling for herself and her family.

The Service Navigator listened with compassion, giving the caller space to express her fear and emotions. She connected her to *Victim Services of Durham Region*, *Family Services Durham*, and the *Durham Region Community Health Centre* for counselling and emotional support. After carefully assessing eligibility and financial options, the Navigator also referred her to *Durham Region Housing Authority* and *Toronto Community Housing* for urgent housing assistance. Before ending the call, the Navigator reassured her that 211 is always here and encouraged her to reach out anytime she needs support.



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.



Free | Confidential | 170+ Languages | 24/7 | Live Answer