FINDHELP | 211 SECTOR SNAPSHOT:

Durham Region – December 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

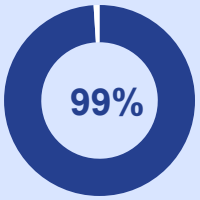
- Food Security
- Housing / Shelter
- Mental Health

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.

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%** Housing / Shelter
- **15%** Mental Health
- **11%** Individual / Family
- **9%** Legal / Public Safety
- **9%** 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-related inquiries from individuals and families spiked in December. Many clients requested resources for coping with depression, emotional issues and financial stress triggered by the holiday season.
2. **HOUSING / SHELTER:** Requests for warming centres rose as temperatures dropped below zero. Concerned members of public requested assistance for those experiencing homelessness and reported behavioural issues at businesses.
3. **FOOD / FAMILY ESSENTIALS:** Requests for food banks and meal programs increased during GTA agency/program Christmas break and holiday closures. Contacts from mothers looking for baby formula and diapers increased but very few programs in GTA that offer help.
4. **TOP UNMET NEEDS:** Food Security, Individual / Family, Housing / Shelter

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)

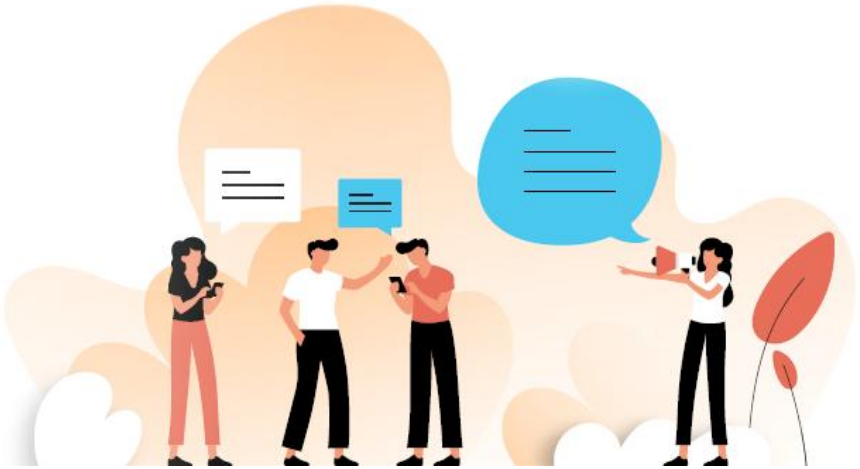
CONTACT US: communications@findhelp.ca

211 CLIENT STORY

Single Father Seeking Christmas Help for his Children

A single father called 211 looking for holiday gifts and food. The father had young children and had just started receiving assistance through Ontario Works. Previously, he had been receiving Employment Insurance. The father had a job starting the next week. However, his paycheck would be deposited after the holidays, and he was worried he wouldn't be able to give his children "the Christmas they deserve".

The father was referred to organizations in his area that were still accepting registration for gifts and food hampers: *German Cultural Club, Adventist Community Services* and *the Salvation Army Food Bank*. In hearing the father crying at the beginning of the call, the Service Navigator knew this call would require great listening and empathy. Once she started to provide referrals, the Navigator sensed immediately heard from the father. At the end of the call, he said: "You saved my kids' Christmas! Thank you so much!"



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.

211 Ontario® | United Way Durham Region | Ontario

Free | Confidential | 200+ Languages | 24/7 | Live Answer