



Findhelp | 211 connects people to social 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 services for vulnerable people in our communities.

FINDHELP | 211 SECTOR SNAPSHOT:

Peel Region – December 2023

The purpose of this report is to provide an overview of top and emerging client needs.

TOP 3 CLIENT WEB SEARCHES¹



COMMITMENT TO SERVICE EXCELLENCE

Our commitment to service excellence is unparalleled. As the partner of choice for government and community partners, our team strives to exceed service standards.²



TOP 5 CLIENT NEEDS^{3,4,5}



TRENDS & UNMET CLIENT NEEDS⁶

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

- 1. MENTAL HEALTH SUPPORT:** Many clients experiencing loneliness during holiday season seeking a listening ear; Clients report increased anxiety, stress, and depression due to struggle with securing shelter, food, clothing, financial aid and refugee supports
- 2. HOLIDAY HELP / FOOD SECURITY:** Spike in calls for assistance with finding holiday hamper programs (many applications closed); Increased inquiries for food banks and Christmas Day meals across the GTA
- 3. UNMET NEEDS:** Mental Health Support; Holiday Hamper Programs; Home Health Care; Shelter Information Services; Food Banks

GET INVOLVED

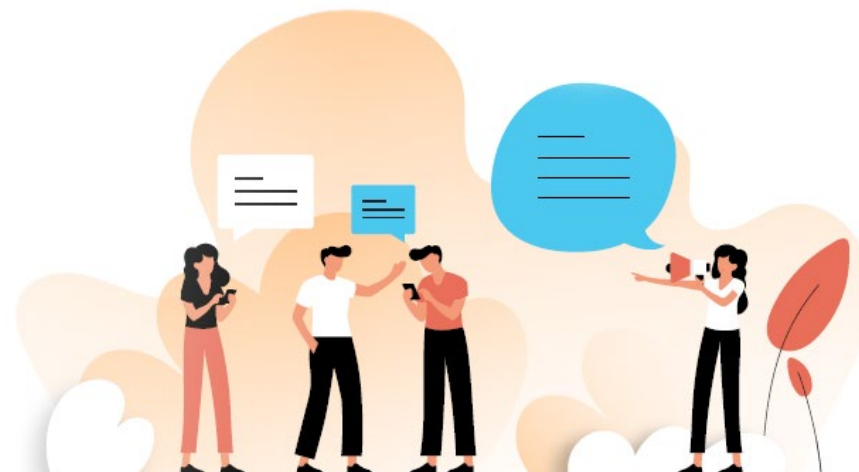
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CONTACT US: 211outreach@findhelp.ca

211 CLIENT STORY

A client in Brampton contacted 211. She confided in the Service Navigator that she had recently lost her job and was finding it very hard to make ends meet. She stated that she was a single parent and just paying rent and the bills was difficult. She further explained that she had no money at all left over and was afraid that her children would not have a happy Christmas this year. She wondered if 211 knew of anywhere that she could get toys for her children and a food hamper.

The 211 Service Navigator expressed his empathy for her situation - she was trying so hard to hold everything together, and it was painful to think of her children's possible disappointment. He found three programs that assist with holiday toys and hampers and explained the program eligibility criteria, requirements, and application process for each. The client took down all the information and said that she would contact them right away.



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 needs.

³ Client 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 'Community Information' represents Shelter Information Services and Government Assistance Programs needs.

⁶ Trends & Unmet Client Needs is comprised using multiple data sets including client needs, unmet 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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