



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:

City of Toronto – December 2023

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

### TOP 3 CLIENT WEB SEARCHES<sup>1</sup>



## 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.<sup>2</sup>



### TOP 5 CLIENT NEEDS<sup>3,4</sup>



## TRENDS & UNMET CLIENT NEEDS <sup>5</sup>

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

- [Update Your Agency's 211 Profile](#)
- Request a 211 Overview / Training: [training@findhelp.ca](mailto:training@findhelp.ca)
- Order 211 Promotional Materials: [211outreach@findhelp.ca](mailto:211outreach@findhelp.ca)
- View our Data Insights: [211 National Expansion Portal](#), [211 Ontario Needs Dashboard](#), [211 Data Snapshots \(GTA\)](#)

**CONTACT US:** [211outreach@findhelp.ca](mailto:211outreach@findhelp.ca)

## TORONTO COMMUNITY CLUSTER NEEDS <sup>6,7,8</sup>

**NORTH WEST:** Black Creek, York, Weston, Pelham, North York

- 1) Mental Health Support
- 2) Housing Assistance
- 3) Health
- 4) Family Services
- 5) Legal / Public Safety Services



**NORTH EAST:** East York, Don Valley, North Scarborough

- 1) Mental Health Support
- 2) Housing Assistance
- 3) Legal / Public Safety Services
- 4) Community Information
- 5) Health



**SOUTH WEST:** North Etobicoke, South Etobicoke, Downtown West

- 1) Community Information
- 2) Family Services
- 3) Legal / Public Safety Services
- 4) Health
- 5) Food Security



**SOUTH EAST:** Downtown East, South Scarborough

- 1) Housing Assistance
- 2) Community Information
- 3) Mental Health Support
- 4) Family Services
- 5) Health



## 211 CLIENT STORY

A client contacted 211 stating that she was in emotional distress and not mobile. She further explained that she was recently discharged from the hospital after having been seen by doctors but was still experiencing mental health distress. After asking a few probing questions, the Service Navigator determined that the client was not at imminent risk of harming herself.

The client expressed feeling overwhelmed, but the Service Navigator showed patience and empathy and helped her prioritize her needs right away. The client stated that she was looking for someone to assist her in getting her prescriptions, and that she had been dealing with homelessness for the past two weeks and needed someone to talk to and to help her.

The client identified that she was in both emotional and physical pain and was not doing well. After further assessment, the Navigator identified that the client should speak and meet with Toronto Community Crisis Service (TCCS). The client agreed and the Navigator completed the intake for TCCS and submitted it to the team who was able to meet with the client and provide her with stabilization for her mental health crisis. They were also able to obtain a mental health safe bed for the client due to her physical and emotional needs.

<sup>1</sup> Top 3 Client Web Searches across the Greater Toronto Area via 211Central.ca

<sup>2</sup> 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 needs.

<sup>3</sup> 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.

<sup>4</sup> Top 5 Client Needs across the City of Toronto. Community cluster needs are included on second page.

<sup>5</sup> 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.

<sup>6</sup> Number of needs are not evenly distributed across neighbourhoods.

<sup>7</sup> 'Community Information' represents Shelter Information Services and Government Assistance Programs needs.

<sup>8</sup> Learn about the [Canadian AIRS Needs Categories – Data Dictionary](#).



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