



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:

York Region – December 2023

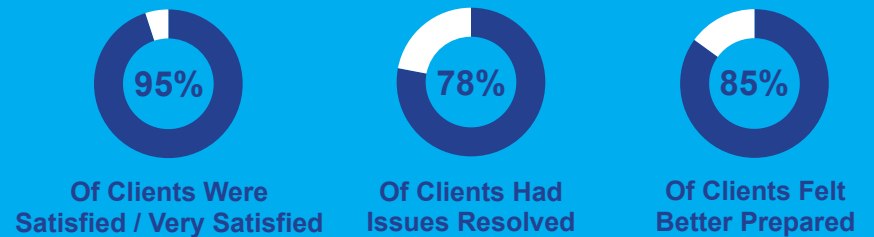
The purpose of this report is to provide an overview of top and emerging client needs.

TOP 3 CLIENT WEB SEARCHES ¹



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 NEEDS ⁶

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
- Order 211 Promotional Materials: 211outreach@findhelp.ca
- View our Data Insights: [211 National Expansion Portal](#), [211 Ontario Needs Dashboard](#), [211 Data Snapshots \(GTA\)](#)

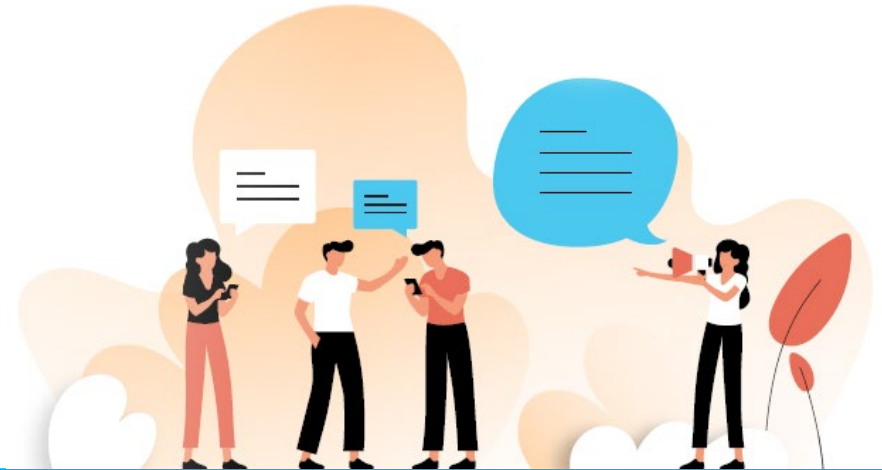
CONTACT US: 211outreach@findhelp.ca

211 CLIENT STORY

A young client contacted 211 looking for mental health support. The client stated that he was a post-secondary student in his early twenties and described recently having severe panic attacks.

The Service Navigator asked the client if he wanted immediate support or if he was looking for face-to face counselling. He said that he needed both. The client also wanted to know how to get a psychiatrist for a mental health diagnosis. The Service Navigator explained that his family doctor could refer him to a psychiatrist.

The Service Navigator referred the client to a mental health crisis line that served his area, as well as 24-hour counselling helpline for post-secondary students. She completed an OHT e-referral for the client to access services from the Canadian Mental Health Association (CMHA) in York Region and she carefully described the service in-depth to the client. The Service Navigator wanted to make sure that the client felt better and received the help he was seeking, so she asked if he would like a follow-up call and the client accepted.



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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