



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 – November 2023

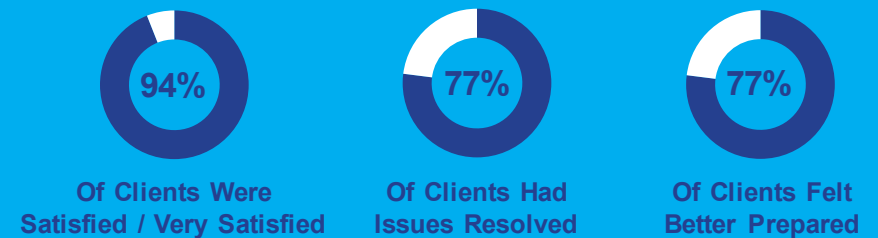
The purpose of this report is to provide an overview of top and emerging client needs.

TOP 3 CLIENT WEB SEARCHES



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. HOMELESSNESS/SHELTER:** Colder weather spikes calls to 211 for shelters from those experiencing homelessness; concerned citizens also inquiring about street outreach programs to help people sleeping outside
- 2. MENTAL HEALTH & FINANCIAL SUPPORT:** Clients report increased anxiety, stress, and depression due to finances as grocery, rent and utility prices increase; also seeking assistance with holiday gifting, inquiring about toy and hamper programs
- 3. UNMET NEEDS:** Mental Health Support; Utility Assistance; 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 \(GTA\)](#)

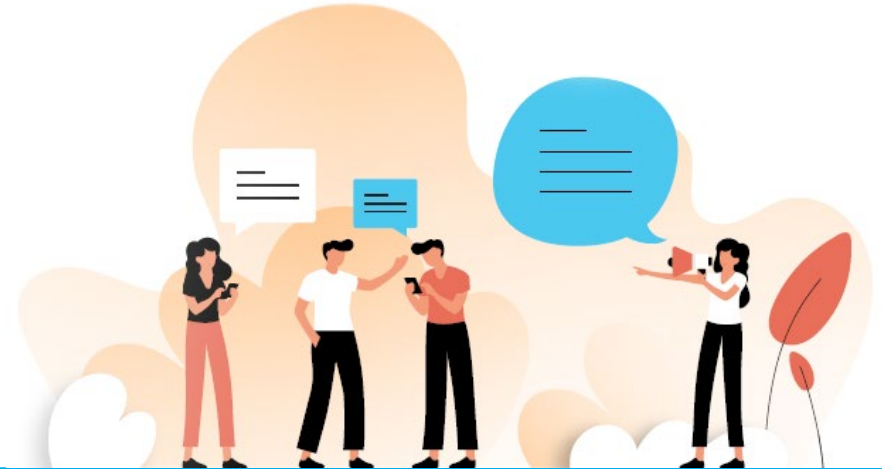
CONTACT US: 211outreach@findhelp.ca

211 CLIENT STORY

York Region Paramedics obtained permission from one of their clients and their partner to have 211 follow up with them. The client had a severe addiction to alcohol, and, to a lesser degree, to other substances. The paramedics said that the partner of the client was looking for supports to help the client cope with addictions. The client appeared willing to receive help.

The 211 Service Navigator followed up with the partner and probed to see what kind of services would be most useful. He referred the client to self-help groups, addiction counseling, outpatient, and residential services. He took the time to let the partner know what could be expected from each type of service and exactly how to apply.

He also encouraged the partner to get support because they were going through a great deal of stress and emotions. The partner was also open to this, so he referred them to self-help groups as well as to more formal counseling and family support. He encouraged both the partner and the client to call 211 anytime if they needed more services.



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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