



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 – September 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. HOUSING ASSISTANCE:** Homelessness; Emergency Shelter (including for refugees; many shelters already at capacity); Search for Affordable Housing, Eviction Prevention, and Rent Payment Assistance continues for many clients during Housing Crisis
- 2. MENTAL HEALTH SUPPORT:** Clients report feelings of anxiety, desperation and increasing mental health issues as a result of high cost of living, financial insecurity and inability to pay for basic needs, food and rent
- 3. UNMET NEEDS:** Mental Health Support; Utility Assistance; Food Banks; Shelter Information Services; Rent Payment Assistance

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 \(GTA\)](#)

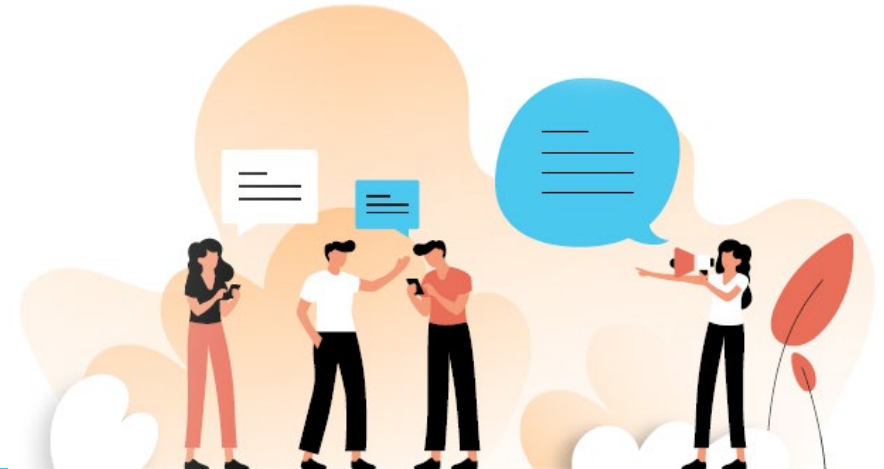
CONTACT US: 211outreach@findhelp.ca

211 CLIENT STORY

An older adult called 211 requesting financial assistance to pay for a hearing aid. He stated he was on a fixed income and couldn't afford the costs he was quoted after being assessed by a hearing specialist. The client explained that his situation was starting to get unbearable for his family and friends as he could not hear them talking and would constantly have to ask them to repeat themselves. It was during the pandemic where he realized the issue needed attention as his in-person interactions were limited and he could not hear the voices of his loved ones on the phone, which unfortunately eventually led to people not calling him and resulted in him feeling isolated and alone.

The 211 Service Navigator empathized with the client then proceeded to explain how the Ministry of Health's Assistive Devices Program worked and what percentages of the costs could be covered. Additional referrals that could potentially help cover any remaining costs of the hearing aid were also provided including the Canadian Hearing Services for possible financial assistance, or information. The Service Navigator also referred the client to his local Ontario Works office as well.

The Service Navigator wanted to make sure that the client was able to find the supports he needed and offered a follow up call and the client agreed. When the client received the follow up call, he stated he did find some help from the Assistive Devices Program and would pay for the rest of the cost of the hearing aid by installments.



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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