



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 – January 2024

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 NEEDS ⁶

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

- 1. HEALTH / MENTAL HEALTH SUPPORT:** Increase in health-related inquiries from clients in need of a family doctor or home visit doctor programs; Frustrations rise with long waitlists for in-person counselling and wait times for helplines; Clients report increased stress and anxiety while seeking assistance with bills
- 2. HOUSING / REFUGEE SUPPORT:** Calls for shelter space increase as many shelters reach capacity; Many refugee clients continue to seek permanent housing, healthcare, food, clothing and Ontario Works assistance
- 3. UNMET NEEDS:** Mental Health Support, Homeless Shelter, Utility 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

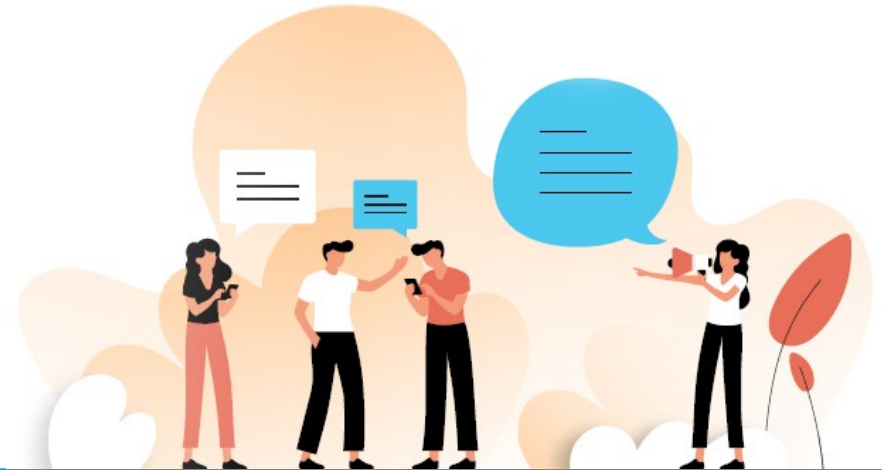
211 CLIENT STORY

A client contacted 211 and told the Service Navigator that she was in her sixties and had recently lost her spouse to cancer. The Navigator extended empathy and provided the client with time and space to express her grief and learn more about what she was seeking from her call to 211.

Although the client expressed feeling sad, she stated that she did not feel that she needed counselling, at least not at that moment. She further explained that what she really wanted was more social interaction and to feel more of a connection to her community. The Navigator probed to see if the caller would need transportation, but the caller had a car and would be able to get to the activities.

The client and the Service Navigator brainstormed different activities and services together that the client might be interested in. Then the Navigator shared information about different social programs offered by community agencies nearby, and a friendly visiting service that served the client's area.

The client was thrilled to learn that 211 is a 24-hour service and that she could call anytime she had questions about community services. The Navigator offered a follow-up call to make sure that she connected with the different programs and the client agreed.



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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