



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 – 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}



TRENDS & UNMET CLIENT NEEDS ⁵

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; Spike in calls from shelters requesting mental health crisis services for shelter residents; Frustrations rise with long waitlists for in-person counselling and wait times for helplines; Toronto Community Crisis Service (TCCS) calls increase
- 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

TORONTO COMMUNITY CLUSTER NEEDS ^{6,7,8}

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

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



NORTH EAST: East York, Don Valley, North Scarborough

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



SOUTH WEST: North Etobicoke, South Etobicoke, Downtown West

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



SOUTH EAST: Downtown East, South Scarborough

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



211 CLIENT STORY

A client contacted 211 and told the Service Navigator that she was a senior living alone. She expressed that she was having a mental health crisis. The client was very emotional on the phone and stated that she was feeling isolated, sad, and depressed.

The client further explained that she had recently lost her husband and spent the holidays alone for the first time. She also informed the Service Navigator that she had health issues including clinical depression.

The Service Navigator expressed her empathy - the client was going through so much at once. She let the client know that she was concerned about her and performed a risk assessment. The client was not in imminent danger of hurting herself, but she needed help as soon as possible.

The Service Navigator found a crisis service especially for seniors and let the client know what to expect from the program. She also let the client know about services for seniors, such as friendly visiting and telephone reassurance that could give her more connections to her community and reduce her isolation.

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 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 Top 5 Client Needs across the City of Toronto. Community cluster needs are included on second page.

⁵ 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.

⁶ Number of needs are not evenly distributed across neighbourhoods.

⁷ 'Community Information' represents Shelter Information Services and Government Assistance Programs needs.

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



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