



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 – January 2024

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

### TOP 3 CLIENT WEB SEARCHES <sup>1</sup>



## 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.<sup>2</sup>



### TOP 5 CLIENT NEEDS <sup>3,4,5</sup>



## TRENDS & UNMET CLIENT NEEDS<sup>6</sup>

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

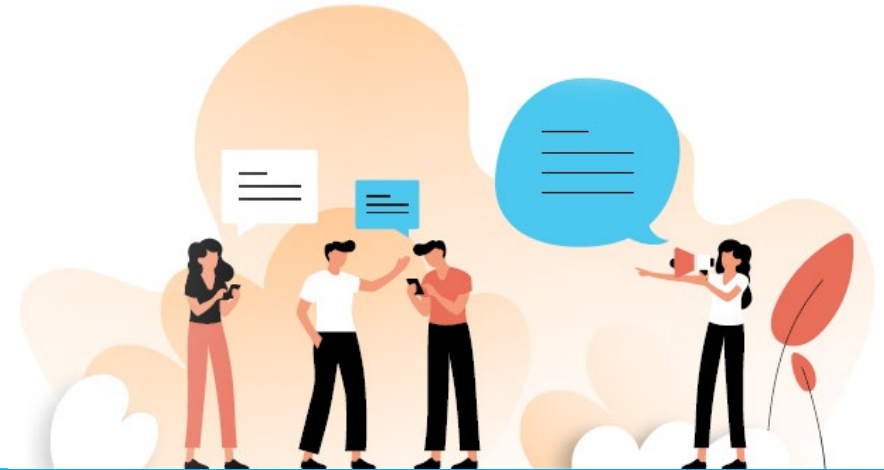
**CONTACT US:** [211outreach@findhelp.ca](mailto:211outreach@findhelp.ca)

## 211 CLIENT STORY

A client contacted 211 stating that they were a refugee claimant and that her and her family had been placed in a hotel in Markham. The client said that she needed food for herself and her family.

The Service Navigator assured the client that he would look for assistance for food, but he wanted to check if the family had any additional needs as well. When he probed more about their situation, he assessed that they also needed settlement services to assist with a housing search, orientation to health care, education and other services, and assistance with filling out forms.

The Navigator referred the client to two local food banks and explained exactly how they worked. He also provided information on settlement services in the client's current area, as well as agencies that could assist her with government forms. He let her know that she could call 211 again anytime she had questions about services in the community, and that 211 is available 24 hours.



<sup>1</sup> Top 3 Client Web Searches across the Greater Toronto Area via 211Central.ca

<sup>2</sup> 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.

<sup>3</sup> 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.

<sup>4</sup> Learn about the [Canadian AIRS Needs Categories – Data Dictionary](#).

<sup>5</sup> 'Community Information' represents Shelter Information Services and Government Assistance Programs needs.

<sup>6</sup> 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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