



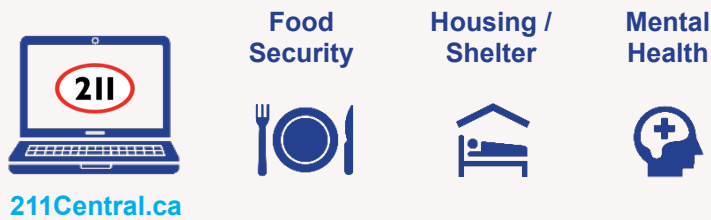
Findhelp | 211 connects people to services through 24/7 multilingual navigation, crisis response, specialty helplines, online searches, and a comprehensive database of human and social services. Working with our partners, we strive to deliver equitable access for vulnerable people in our communities.

FINDHELP | 211 SECTOR SNAPSHOT:

Peel Region – February 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 SERVICE NEEDS^{3,4,5}



TRENDS & UNMET CLIENT SERVICE NEEDS ⁶

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

- 1. MENTAL HEALTH:** Seniors, older adults and persons with disabilities experiencing anxiety, stress and depression while seeking financial assistance to cover bills and food; Frustrations rise with long waitlists for in-person counselling and wait times for helplines; Newcomer/refugees seeking mental health services; Mental health crisis calls remain steady
- 2. HOUSING / SHELTER:** Colder weather spikes calls to 211 for shelters and warming centres from those experiencing homelessness while many shelters reach capacity; Concerned citizens also inquiring about street outreach programs to help people sleeping outside
- 3. UNMET NEEDS:** Mental Health, Paratransit Programs, Food Security

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 \(GTA\)](#)

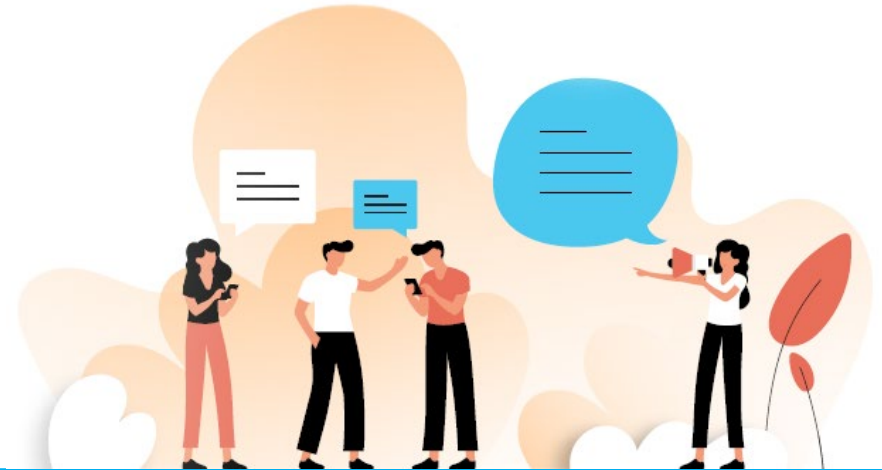
CONTACT US: 211outreach@findhelp.ca

211 CLIENT STORY

A newcomer client reached out to 211 for information about food security resources. The client shared that her family had recently arrived in Canada as refugee claimants. She was in dire need of accessing food over the weekend to feed her family. The Service Navigator promptly found service providers that could meet her immediate and ongoing needs for food and basic needs items.

Then the Service Navigator probed further to inquire if the client was aware of wraparound services and programs that support newcomer families. The client confirmed that she was not, and the Service Navigator proceeded to provide additional information and referrals based on identified needs that the client had revealed after more probing: assistance understanding the immigration process, help with filling out government forms, general settlement and orientation, and financial assistance.

The client expressed that she was appreciative of the time taken by the Service Navigator and was also relieved to know that she could directly connect to information about resources in her new community via 211 if she had any other questions.



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 service needs.

³ Client Service 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 'Individual / Family' represents Case Management, Care Planning & Advocacy needs.

⁶ Trends & Unmet Client Service Needs is comprised using multiple data sets including client service needs, unmet client service 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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