



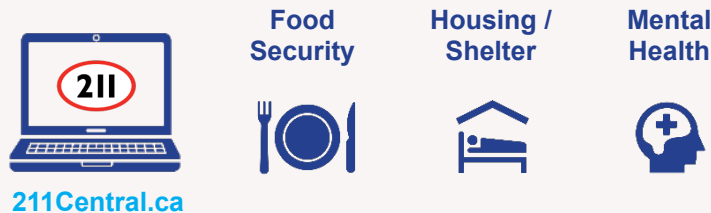
Findhelp | 211 connects people to services through 24/7 multilingual navigation, crisis response, specialty helplines, online searches, and a comprehensive database of human and social services. Working with our partners, we strive to deliver equitable access for vulnerable people in our communities.

FINDHELP | 211 SECTOR SNAPSHOT:

York Region – February 2024

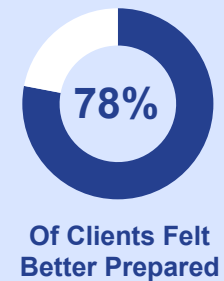
The purpose of this report is to provide an overview of top and emerging client needs.

TOP 3 CLIENT WEB SEARCHES ¹



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 \(GTA\)](#)

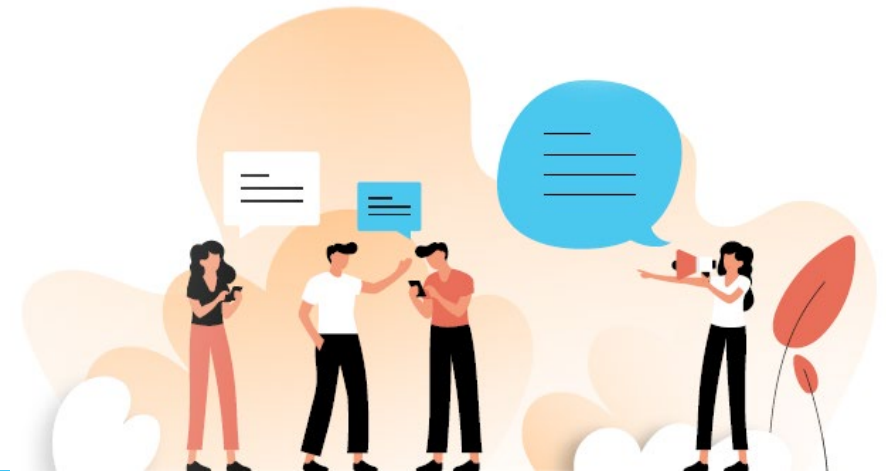
CONTACT US: 211outreach@findhelp.ca

211 CLIENT STORY

A newcomer client contacted 211 from a shelter in southern York Region seeking food for herself and her three children. The shelter had advised the client to contact 211 for local emergency food services. The Service Navigator probed to see if she needed settlement and orientation services as well, but the client assured the Service Navigator that she was receiving settlement support from the shelter and needed support with food and other basic needs items.

The Navigator found four different services near the client's location that could help her and her children with food and basic needs items. The Navigator made sure that the client knew how to apply for assistance and what identification to have ready to access the programs.

More information about 211 and what kinds of information and referral is available was also provided to the client and the Navigator let the client know that she could contact 211 again anytime if she had other questions about services in her new community.



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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