



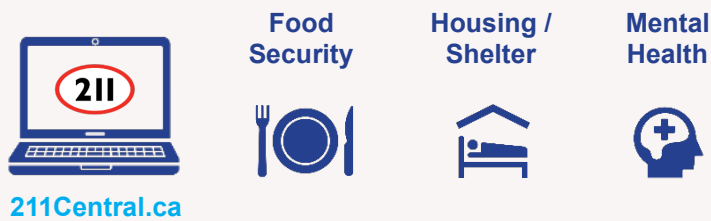
Findhelp | 211 connects people to services through 24/7 multilingual navigation, crisis response, specialty helplines, online searches, and a comprehensive database of human and social services. Working with our partners, we strive to deliver equitable access for vulnerable people in our communities.

## FINDHELP | 211 SECTOR SNAPSHOT:

Peel Region | January – December 2023

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 SERVICE NEEDS<sup>3,4,5</sup>



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

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

- 1. MENTAL HEALTH:** High demand for in-person counselling services continued; Frustrations increased with long waitlists for in-person counselling and wait times for mental health helplines; Clients reported feelings of anxiety, depression, and stress due to high costs of living; Mental health crisis call remained steady
- 2. HOUSING / SHELTER:** Calls for emergency shelter increased from those experiencing homelessness; Search for affordable housing, eviction prevention, and rent payment assistance continued for many clients during housing crisis; Many refugee clients continued to seek permanent housing
- 3. UNMET NEEDS:** Mental Health, Housing / 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)

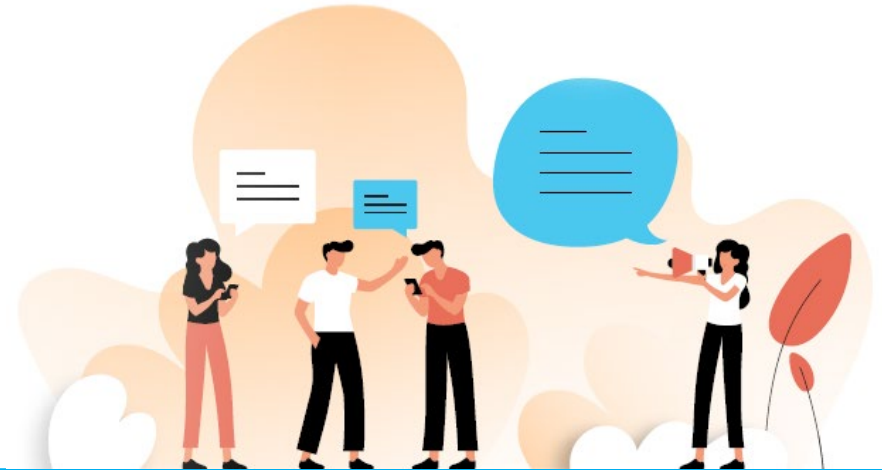
## 211 CLIENT STORY

A mother contacted 211 stating she was about to lose her housing, and that the landlord wanted her to leave. She said that she did not want to go into details regarding why. The client stated that she urgently needed to find a new place to live and that she had three young children. The client further explained that she was receiving financial support from Ontario Works but had mental health issues. The client expressed that they were very distraught as she had nowhere to go and no family to help her.

The Service Navigator probed for other needs the client may have, such as food, but the client declined food referrals, so they concentrated on the housing situation. First, the Service Navigator referred the client to eviction prevention and housing advocacy services in her area. They let the client know how to access shelters for families in Peel in case she was not able to resolve her housing situation.

The client let the Service Navigator know that she had a mental health diagnosis. Therefore, the Service Navigator referred her to the Canadian Mental Health Association (CMHA) in Peel Region, which offers both mental health and housing support. Finally, they provided the client information about the Ontario Disability Support Program (ODSP), so that she could look into applying to receive more financial and in-kind supports.

The Service Navigator also asked permission to arrange a follow-up call to ensure that the client was receiving the supports that she needed, to which the client agreed. When the Service Navigator followed up with the client, they found out that the client was in the process of working with the different agencies on her housing situation and said that she would call 211 again if she needed further support.



<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 service needs.

<sup>3</sup> 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.

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

<sup>5</sup> 'Individual / Family' represents Case Management, Care Planning & Advocacy needs.

<sup>6</sup> 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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