



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 | 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>



[211Central.ca](http://211Central.ca)

Food Security



Housing / Shelter

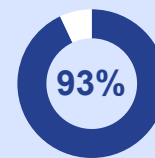


Mental Health

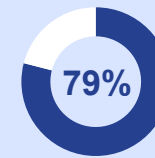


## COMMITMENT TO SERVICE EXCELLENCE

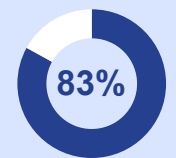
Our commitment to service excellence is unparalleled. As the partner of choice for government and community partners, our team strives to exceed service standards.<sup>2</sup>



Of Clients Were Satisfied / Very Satisfied



Of Clients Had Issues Resolved



Of Clients Felt Better Prepared

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

17%

Housing / Shelter



15%

Mental Health



9%

Health



9%

Individual / Family



8%

Food Security



## 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)

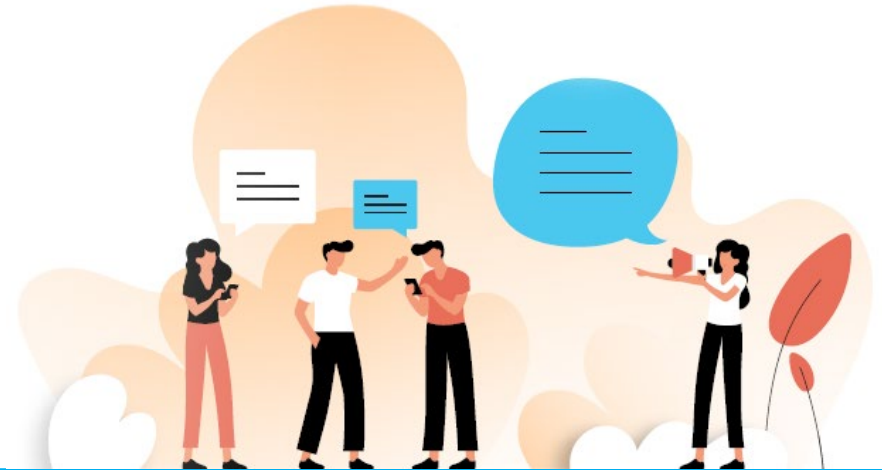
## 211 CLIENT STORY

A 211 Service Navigator received a call from a client stating that they were from Markham, and they were struggling with multiple needs. Some of their needs included emergency housing, clothing donations and other emergency material assistance such as clothing and shoes.

The client further explained that they had recently lost their job and were not eligible for Employment Insurance (EI). They also shared that they had no savings, and this caused them to lose their rental housing unit.

The Service Navigator let the client know that they would find services to help with their situation. The Navigator asked if they had somewhere safe to spend the night and the client confirmed that they were staying at a friend's home, but just in case, they took a referral to the Central Intake Line for York Region, which could assist them in finding a shelter if necessary. The Navigator also provided the contact information to their local housing help centre with a phone number specifically for Markham.

The client expressed they have already been connected to an employment agency that is currently working with them. Another referral that was provided was for the client's local Ontario Works office since they were not eligible for EI and needed financial help. The last referrals that were provided were for emergency material assistance including clothing.



<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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