



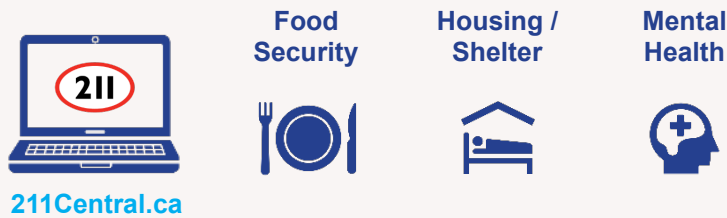
Findhelp | 211 connects people to services through 24/7 multilingual navigation, crisis response, specialty helplines, online searches, and a comprehensive database of human and social services. Working with our partners, we strive to deliver equitable access for vulnerable people in our communities.

FINDHELP | 211 SECTOR SNAPSHOT:

City of Toronto – March 2024

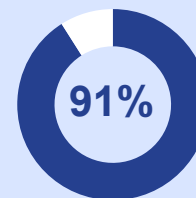
The purpose of this report is to provide an overview of top and emerging client needs.

TOP 3 CLIENT WEB SEARCHES¹

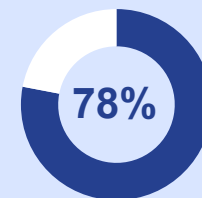


COMMITMENT TO SERVICE EXCELLENCE

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



Of Clients
Would Absolutely
Call 211 Back



Of Clients Felt
Better Prepared

TOP 5 CLIENT SERVICE NEEDS^{3,4}



TRENDS & UNMET CLIENT SERVICE NEEDS ⁵

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

- 1. HOUSING / SHELTER & NEWCOMER SUPPORTS:** Multiple calls from clients seeking emergency shelter, many report shelters at capacity after contacting Central Intake; Newcomers and refugee clients with multiple needs including search for health care as some do not qualify for OHIP or other federal health programs, funds for medical prescriptions, and food banks
- 2. MENTAL HEALTH:** Parents seeking community mental health services and assisted living for adult children with mental health issues, some of whom are homeless and cannot return home to parents due to lease agreement restrictions; Calls for TCCS remain steady, including from repeat clients
- 3. UNMET NEEDS:** Mental Health, Housing / Shelter, Health

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

TORONTO COMMUNITY CLUSTER NEEDS ^{6,7,8}

NORTH WEST: Black Creek, York, Weston, Pelham, North York

- 1) Mental Health
- 2) Health
- 3) Legal / Public Safety
- 4) Housing / Shelter
- 5) Individual / Family



NORTH EAST: East York, Don Valley, North Scarborough

- 1) Mental Health
- 2) Health
- 3) Housing / Shelter
- 4) Individual / Family
- 5) Food Security



SOUTH WEST: North Etobicoke, South Etobicoke, Downtown West

- 1) Housing / Shelter
- 2) Mental Health
- 3) Health
- 4) Individual / Family
- 5) Legal / Public Safety



SOUTH EAST: Downtown East, South Scarborough

- 1) Mental Health
- 2) Housing / Shelter
- 3) Health
- 4) Individual / Family
- 5) Legal / Public Safety



211 CLIENT STORY

A client who was a survivor of human trafficking contacted 211 looking for transitional housing programs anywhere in Ontario. They had been informed by 311 that 211 could assist them with their needs. The client was receiving financial assistance from Ontario Works and explained that they were “couch-surfing” in Toronto. They stated that they felt overwhelmed by their mental health and trauma.

The Service Navigator provided the client with space to speak and listened actively. The Navigator then proceeded to ask a few probing questions to learn more about the client's situation and referred them to human trafficking counselling and wraparound support, as well as transitional and subsidized housing options. The client was informed about the Toronto Community Crisis Service (TCCS) as well. The Navigator offered to assist the client to get in touch with TCCS right away if the client wished. However, after the client was referred to resources, they did not wish to connect with TCCS at that time of the call but felt they would in the future if circumstances became difficult.

The client was going through a very hard time. The Service Navigator offered a follow-up call to make sure they received the help they needed. The client was touched and agreed to a follow-up call. Before the call ended, they stated “I feel so much better after talking to you. I never knew about the Toronto Community Crisis Service. I can see myself needing this in the future... and maybe some of my friends.”

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 Top 5 Client Service Needs across the City of Toronto. Community Cluster Needs are included on second page.

⁵ 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.

⁶ Number of needs are not evenly distributed across neighbourhoods.

⁷ 'Individual / Family' represents Case Management, Care Planning & Advocacy needs.

⁸ Learn about the [Canadian AIRS Needs Categories – Data Dictionary](#).



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