



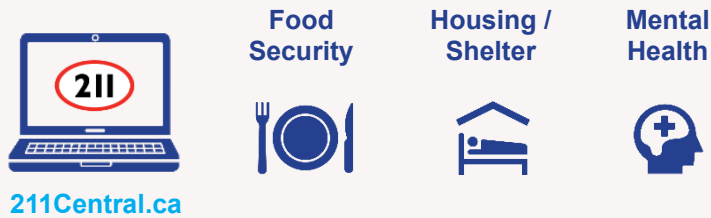
Findhelp | 211 connects people to services through 24/7 multilingual navigation, crisis response, specialty helplines, online searches, and a comprehensive database of human and social services. Working with our partners, we strive to deliver equitable access for vulnerable people in our communities.

## FINDHELP | 211 SECTOR SNAPSHOT:

Peel Region – August 2024

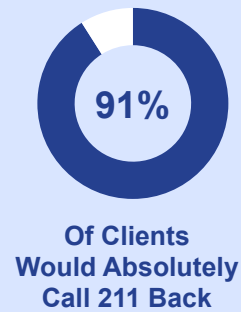
The purpose of this report is to provide an overview of top and emerging client needs.

### 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 month, these have consistently been top issues as identified by our Service Navigators:

- 1. MENTAL HEALTH:** In comparison to the previous month, 211 contacts related to wellbeing checks for individuals in crisis from concerned members of the public, family and friends, and community professionals have remained steady.
- 2. HOUSING / SHELTER:** We noticed a growing need for housing and shelter from large families and those fleeing violence. Families with pets are also facing challenges with shelter placement, which often requires advocacy from our navigators. In addition, many clients contacted 211 for assistance with eviction prevention or housing costs. There was a rise in contacts for home maintenance support and shelter/housing assistance after storms, flooding, and inclement weather in the past month.
- 3. UNMET NEEDS:** Housing / Shelter, Mental Health, Health

## 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 \(GTA\)](#)

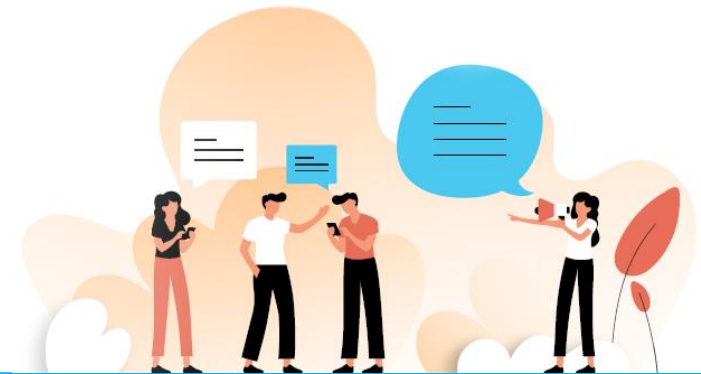
**CONTACT US:** [211outreach@findhelp.ca](mailto:211outreach@findhelp.ca)

## 211 CLIENT STORY

We received a call from client who shared that they were residing in a house with their partner after a recent divorce and believed that their partner had mental health concerns. They stated that their partner had been giving away money to a random individual whom they were unfamiliar with and had been asking for money and loans from family, friends, and the community. This situation was causing stress and anxiety for the client. They explained that their partner was not contributing any funds towards their own household and but was financially supporting that random individual. The client also believed that the random individual that was accepting the money was part of a scam or fraud. The client had obtained a Form 2 to have their partner psychiatrically evaluated, but they were only seen for less than 24 hours and were then discharged.

The Service Navigator referred the client to speak with the Canadian Mental Health Association's mobile crisis response team for in-person crisis counselling support and service navigation. As this team had mental health professionals, they could conduct a mental health assessment and determine if another Form would be needed or what applicable resources can help address the client's needs. The client was appreciative of this resource and believed that their partner's mental health was the source of their current issues.

The client was also referred to an organization called Punjabi Community Health Services for case management services specifically for seniors, as their partner was in their seventies. The client believes that the crisis management, counselling, and potential mobile community support group could be beneficial. As their partner might be resistant to accessing supports, the client believed that in-person or outreach services would be able to meet their partner and assess their needs.



<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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