



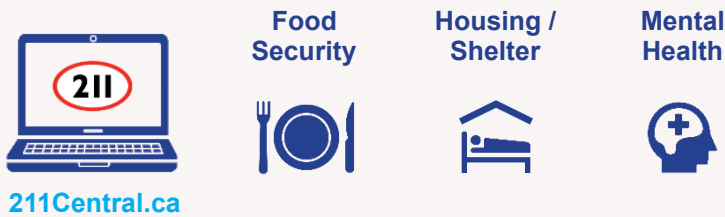
Findhelp | 211 connects people to services through 24/7 multilingual navigation, crisis response, specialty helplines, online searches, and a comprehensive database of human and social services. Working with our partners, we strive to deliver equitable access for vulnerable people in our communities.

## FINDHELP | 211 SECTOR SNAPSHOT:

City of Toronto – 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</sup>



## TRENDS & UNMET CLIENT SERVICE NEEDS <sup>5</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. Additionally, isolation and lack of shelter space and resources for people with mental health challenges constituted the top reasons for clients requesting TCCS assistance this past month.
- 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)

## TORONTO COMMUNITY CLUSTER NEEDS <sup>6,7,8</sup>

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

- 1) Individual / Family
- 2) Housing / Shelter
- 3) Mental Health
- 4) Health
- 5) Records / Licenses / Permits



**NORTH EAST:** East York, Don Valley, North Scarborough

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



**SOUTH WEST:** North Etobicoke, South Etobicoke, Downtown West

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



**SOUTH EAST:** Downtown East, South Scarborough

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



## 211 CLIENT STORY

We received a call from a client seeking guidance on how to best help a family member. The client stated that he believed that his young relative was having a mental health crisis. He explained that his relative was an international student who had failed her first year at a university in Toronto. The client said that since April, his relative had been depressed, isolating herself in her room and sometimes refusing to eat. According to the client, on the day of the call, his relative woke up crying and screaming. The client was very concerned and called 211 for guidance.

The Service Navigator expressed her empathy to the client for the difficult time his relative was going through. She assessed the safety of the relative and what kind of assistance she was willing to accept. The Navigator discovered that the student did not have plans to harm herself, but urgently needed support.

She described the services the Toronto Community Crisis Service and the client and their relative agreed to a visit. The Navigator relayed the situation to the Crisis Team, and they were dispatched. Before ending the call, the Navigator informed the client about the Good2Talk Helpline for post-secondary students. Through this helpline, she could speak to a professional counsellor 24 hours a day, and she could also receive additional information and referrals for mental health. She also encouraged the client and his relative to contact 211 again any time that they had questions about community services.

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

<sup>5</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.

<sup>6</sup> Number of needs are not evenly distributed across neighbourhoods.

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

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



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