



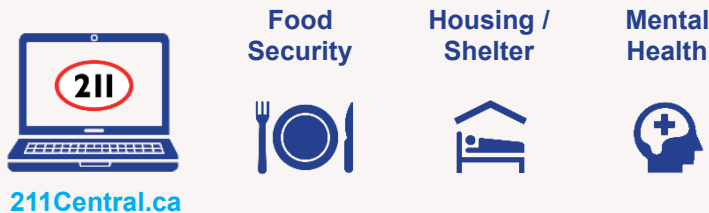
Findhelp | 211 connects people to services through 24/7 multilingual navigation, crisis response, specialty helplines, online searches, and a comprehensive database of human and social services. Working with our partners, we strive to deliver equitable access for vulnerable people in our communities.

## FINDHELP | 211 SECTOR SNAPSHOT:

York Region – August 2024

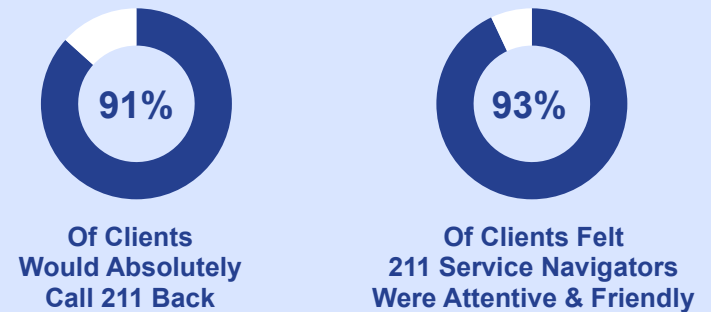
The purpose of this report is to provide an overview of top and emerging client needs.

### 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 \(GTA\)](#)

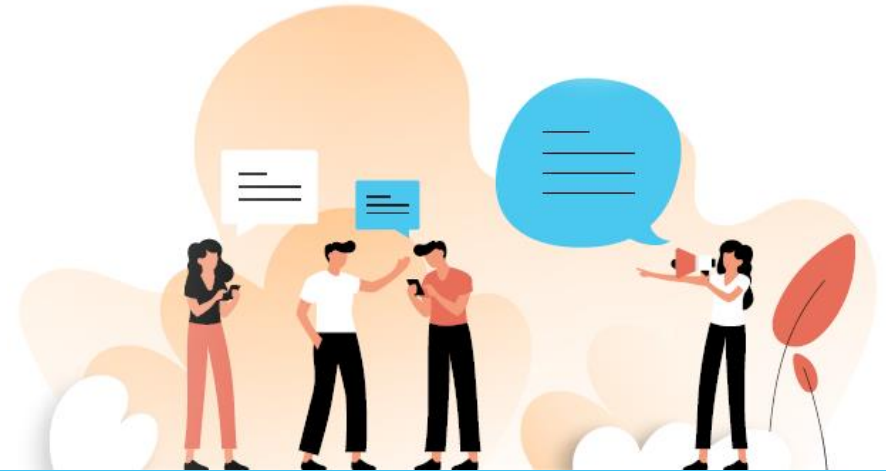
CONTACT US: [211outreach@findhelp.ca](mailto:211outreach@findhelp.ca)

## 211 CLIENT STORY

A newcomer family who was staying at an Airbnb contacted 211 for guidance. They needed to find an affordable place to rent. They told the Service Navigator that they had tried to apply for some apartments, but every landlord asked for their credit report and pay stub, which they were not able to provide as newcomers. They did not know what to do and could not stay in the Airbnb indefinitely.

The Navigator empathized with the family's situation. It is hard for anyone to find affordable housing in the Greater Toronto Area, and it was especially hard for this family as they did not know the area and faced barriers as newcomers. The Navigator let the family know about agencies that could help with their housing search as newcomers. He referred them to the Housing Help Centre of York Region. The Housing Help Centre has housing workers to help people in York Region, including Markham with housing applications and searches. The Housing Help Centre has many resources on rental housing. They can advise housing applicants about alternative documentation they could provide for housing applications if they do not have credit reports and income statements.

He also referred them to the Markham North Welcome Centre, which can help newcomers with many issues such as housing and other support that they need when settling in their new community. After the call, the Navigator reflected that not only are there high rents in the GTA, but there are also some other barriers that newcomers face when trying to find housing when they immigrate to Canada. Housing advocacy groups and settlement agencies are playing important roles in helping newcomers settle as they make the transition into their new country.



<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.



Free | Confidential | 200+ Languages | 24/7 | Live Answer