



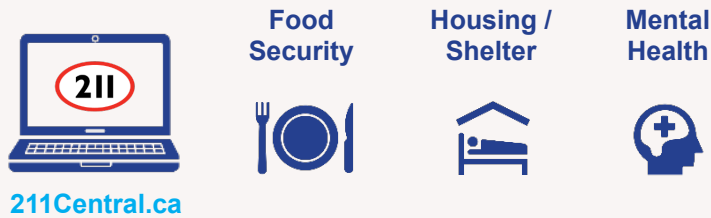
Findhelp | 211 connects people to services through 24/7 multilingual navigation, crisis response, specialty helplines, online searches, and a comprehensive database of human and social services. Working with our partners, we strive to deliver equitable access for vulnerable people in our communities.

## FINDHELP | 211 SECTOR SNAPSHOT:

Peel Region – September 2024

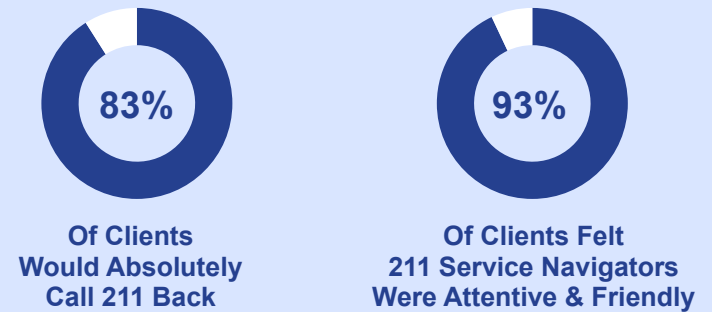
The purpose of this report is to provide an overview of top and emerging client needs.

### 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 service organizations, 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. HOUSING / SHELTER:** As cooler weather arrived, we noticed a spike in contacts for street outreach and specific supplies such as sleeping bags for those experiencing homelessness. Additionally, shelters across the Greater Toronto Area reported struggling with capacity, especially domestic violence shelters. There was also a rise in contacts from shelter occupants seeking safe beds, transportation expense assistance to travel from shelter to shelter, cost-effective/no-cost community moving and storage services, rent payment and utility assistance, and other community supports.
- 2. MENTAL HEALTH:** In comparison to the previous month, 211 contacts related to wellbeing checks from concerned members of the public have remained steady, particularly for seniors and older adults in crisis or mental health distress. Additionally, many mental health clients reported financial or housing-related stress as leading causes for distress. We also noticed an increased demand for in-person and over the phone counselling services.
- 3. UNMET NEEDS:** Health, Mental Health, Food Security

## 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 client contacted 211 and stated that he was having a very difficult time. He had received a 48-hour notice of utility disconnection. He explained that he was no longer eligible for the Low Energy Assistance Program (LEAP) and he believed that he had exhausted all potential options to rectify the situation.

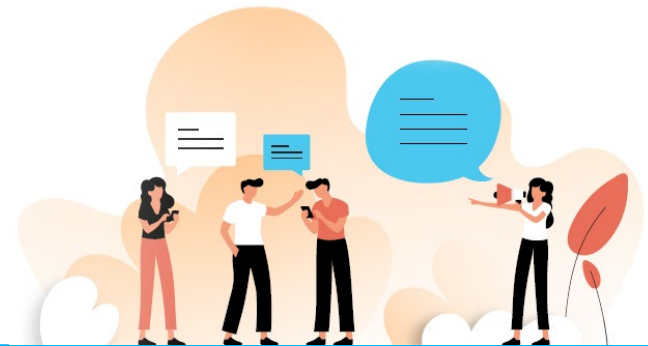
The Service Navigator empathized with his difficult situation and asked permission to find out more about the situation. After speaking with the client and seeing what types of assistance he may already have received, it was identified that he was currently receiving income assistance from Ontario Works. However, the client had already tried to reach out to the caseworker and had not received a response. In addition, the client was usually unable to pay his utility bills. The utility providers had declined a payment plan, so a one-time option might not have been sufficient for the ongoing situation.

After taking stock of the options, the Navigator referred the client to the Ontario Energy Board (for information on options for electricity consumers with low incomes), the Ontario Electricity Support Program (OESP) and the Region of Peel. The Navigator explained the roles and the best way to access each agency to the client. She also suggested continuing to try to reach Ontario Works. Due to the disconnection notice and the urgency of the situation, the Navigator also offered the client a follow-up call.

During the follow-up, the client identified that his utilities were shut off a little after the forty-eight hours. However, very fortunately, he was able to receive some help from the Region of Peel through their one-time emergency energy assistance program, as well as receiving a pro-rated plan through the OESP for the future. The Region of Peel provided a one-time emergency assistance fund to help him get his utilities reconnected and provided instructions on how to reach out to his Ontario Works caseworker's manager. This resulted in the client being able to connect with the Ontario Works caseworker, so he could also get some ongoing assistance since he had not been originally able to get in touch with the caseworker for emergency funds before the disconnection.

In addition, the client identified that the OESP has a program where they prorate the electricity bill every month. These referrals and resources should result in the client having some continued stability and not having as many troubles in paying his utility bills moving forward.

During the follow-up, the client identified that workers from the utility company were on their way that day to reconnect the utilities. The client expressed extreme gratitude to 211 for directing him towards getting some help, saying: "If it wasn't for you, I wouldn't have gotten these numbers or the help, and my utilities would still be shut off. It's great to know these programs exist now, so that way maybe one day my story will be able to help others if they're in the same situation."



<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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