



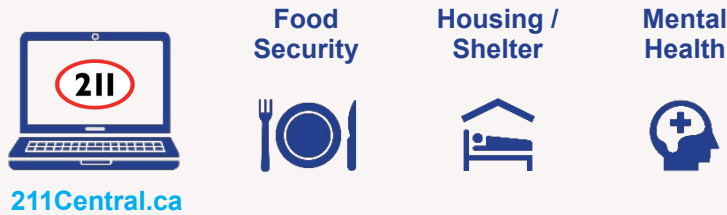
Findhelp | 211 connects people to services through 24/7 multilingual navigation, crisis response, specialty helplines, online searches, and a comprehensive database of human and social services. Working with our partners, we strive to deliver equitable access for vulnerable people in our communities.

## FINDHELP | 211 SECTOR SNAPSHOT:

City of Toronto – 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</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. 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. In Toronto, the Toronto Community Crisis Service's city-wide expansion has led to a higher volume of crisis calls to 211.
- 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)

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

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

- 1) Housing / Shelter
- 2) Mental Health
- 3) Health
- 4) Legal / Public Safety
- 5) Public Showers / Laundry & Ethnocultural Multipurpose Centres



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

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



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

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



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

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



## 211 CLIENT STORY

A mother called 211 stating that she was concerned about her adult daughter. The adult daughter had given birth some months before and she was still experiencing postpartum depression. The client's daughter had been seeing her family doctor and working with a public health nurse but did not seem to be improving.

The adult daughter was very emotional, crying a lot, was angry more often, could not focus and she seemed very sad. The client was worried she would not be able to care properly for the baby. The father of the baby lived with the mother but did not know what to do. The client did not think her daughter was suicidal and was not at imminent risk of harming herself or someone else.

The Service Navigator encouraged the client to focus on her daughter's overall mental well being. They talked about connecting her to postpartum programs, support groups, wellness programs, parent/child centres, and personal counselling. The Navigator provided detailed referrals to all of these different services in the daughter's area.

The Navigator also provided detailed information about the 24/7 Toronto Community Crisis Service. She was encouraged to call if her daughter's mental health issues escalated, and she needed crisis support. She was also urged to call 211 again if she or her daughter needed more information or referrals.

<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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