



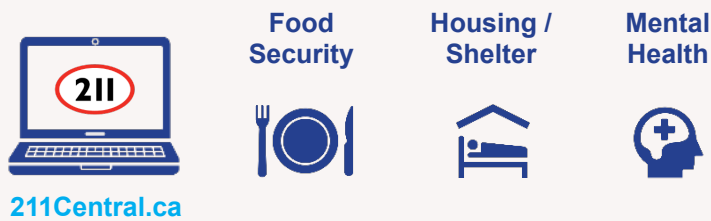
Findhelp | 211 connects people to services through 24/7 multilingual navigation, crisis response, specialty helplines, online searches, and a comprehensive database of human and social services. Working with our partners, we strive to deliver equitable access for vulnerable people in our communities.

FINDHELP | 211 SECTOR SNAPSHOT:

Peel Region – October 2024

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

TOP 3 CLIENT WEB SEARCHES¹



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.²



TOP 5 CLIENT SERVICE NEEDS^{3,4,5}



TRENDS & UNMET CLIENT SERVICE NEEDS ⁶

Over the past month, these have consistently been top issues as identified by our Service Navigators:

- 1. HOUSING / SHELTER:** Housing and shelter-related needs remained steady compared to previous months. We continued to see high demand for shelter space, with reports of shelters at capacity across the GTA. Additionally, 211 contacts related to street outreach for individuals experiencing homelessness increased with colder weather, as did reports from renters whose landlords had yet to turn on the heat or refused to.
- 2. FOOD SECURITY:** We noticed a daily spike in food bank related calls to 211 from all parts across the GTA. Many callers were seeking food bank referrals for evenings and weekends when options are limited on those days. Calls for seasonal holiday meals rose around Thanksgiving, however programs for these types of meals are limited across the GTA.
- 3. UNMET NEEDS:** Mental Health, Food Security, Income / Financial

GET INVOLVED

- [Update Your Agency's 211 Profile](#)
- Request a 211 Overview / Training: training@findhelp.ca
- Order 211 Promotional Materials: 211outreach@findhelp.ca
- View our Data Insights: [211 National Expansion Portal](#), [211 Ontario Needs Dashboard](#), [211 Data Snapshots \(GTA\)](#)

CONTACT US: 211outreach@findhelp.ca

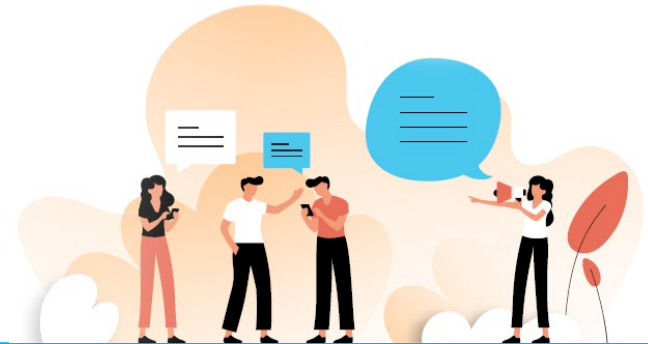
211 CLIENT STORY

A client contacted 211 identifying her primary need as finding school transportation for her high-school-aged son. The client reported that in the province she previously resided, there was a government program that transported her son to school for free.

The Service Navigator probed as to the circumstances of the client and her son. After searching through different services, the Navigator informed the client that there was, unfortunately, no free transportation available for him to his school, and that students in this situation were expected to use public transit. The client had identified that she could not afford public transit, so the Navigator referred her to the Peel Region Fair Pass program. The Navigator probed for other needs over the course of the call and was able to provide referrals to food banks and clothing banks as well in hopes of reducing financial need for the client and her family.

The Navigator discovered that the client was seeking employment but was not entirely sure about the best way to conduct a search for employment in her new community. The Navigator provided a referral to an Integrated Employment Service funded by the provincial government that was close to the client's new residence. She described how the service could help the client look for work.

Since the client was new to the community and had multiple needs, the Navigator offered her a follow-up call to which the client agreed. When the client was contacted for follow-up, the client was still frustrated that there was not a free program to transport her son to school, but she acknowledged that she had received help from other referrals including food banks.



¹ Top 3 Client Web Searches across the Greater Toronto Area via 211Central.ca

² 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.

³ 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.

⁴ Learn about the [Canadian AIRS Needs Categories – Data Dictionary](#).

⁵ 'Individual / Family' represents Case Management, Care Planning & Advocacy needs.

⁶ 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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