



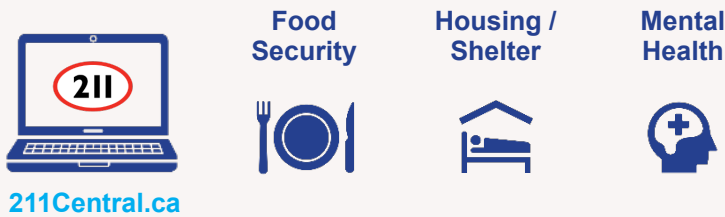
Findhelp | 211 connects people to services through 24/7 multilingual navigation, crisis response, specialty helplines, online searches, and a comprehensive database of human and social services. Working with our partners, we strive to deliver equitable access for vulnerable people in our communities.

FINDHELP | 211 SECTOR SNAPSHOT:

City of Toronto – October 2024

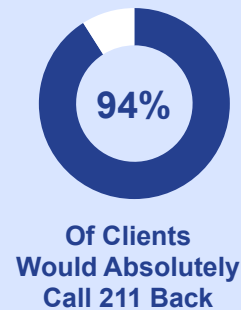
The purpose of this report is to provide an overview of top and emerging client needs.

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}



TRENDS & UNMET CLIENT SERVICE NEEDS ⁵

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

TORONTO COMMUNITY CLUSTER NEEDS ^{6,7,8}

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

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



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) Mental Health
- 3) Individual / Family
- 4) Legal / Public Safety
- 5) Food Security



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 client contacted 211 and shared that her mental health was "very bad". She explained that she wanted to speak to someone, and that maybe talking about her situation could help her. She expressed that a lot of the time she felt like it was the end of the world. The Service Navigator probed as to whether the client felt like harming or killing herself. The client confirmed she did not but felt she did need mental health support urgently.

The client stated that she had heard of the Toronto Community Crisis Service (TCCS) and wanted to know whether she would be eligible for this service, specifically how serious of a crisis was necessary for the team to come out. The Navigator extended her empathy for the client's feelings - it was so hard to feel the dread and anxiety that she was going through. She provided the client with an overview of how TCCS worked, and let the client know that the crisis team could respond to anyone in need of immediate mental health support. She also let the client know that 211 could provide referrals to warmlines and crisis lines, for someone she could talk to right now.

The client decided she would like to speak with someone for support on the phone first, and that maybe they could help them decide whether she should access the TCCS team that day. The Navigator provided two helplines the client could connect with for more mental health support, and informed the client that she could call 211 back anytime if she needed to access the crisis team or other referrals.

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

⁵ 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.

⁶ Number of needs are not evenly distributed across neighbourhoods.

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

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



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