



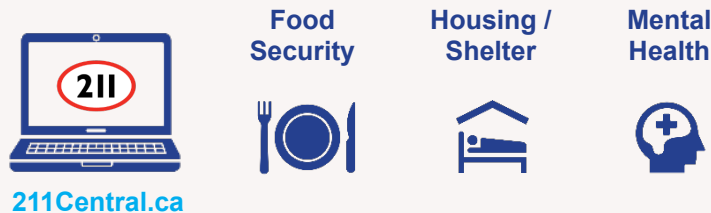
Findhelp | 211 connects people to services through 24/7 multilingual navigation, crisis response, specialty helplines, online searches, and a comprehensive database of human and social services. Working with our partners, we strive to deliver equitable access for vulnerable people in our communities.

FINDHELP | 211 SECTOR SNAPSHOT:

York Region – October 2024

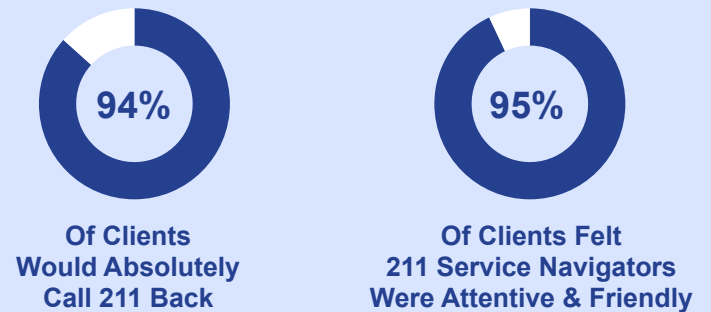
The purpose of this report is to provide an overview of top and emerging client needs.

TOP 3 CLIENT WEB SEARCHES ¹



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 \(GTA\)](#)

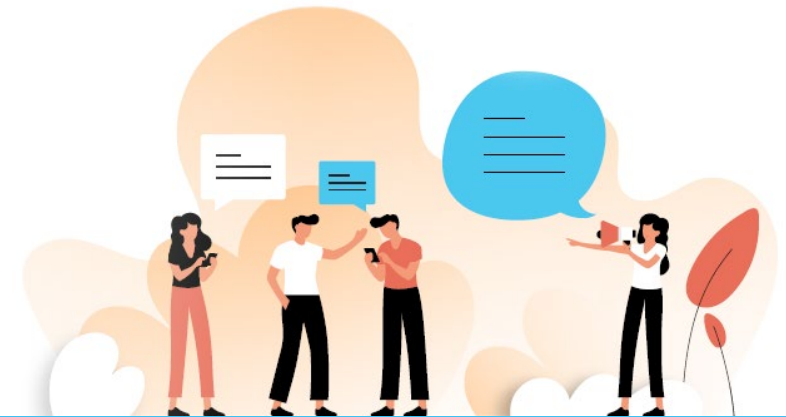
CONTACT US: 211outreach@findhelp.ca

211 CLIENT STORY

A client called 211 and informed the Service Navigator that she was in the process of leaving her abusive partner. The client stated that she was looking for substance use counselling/rehabilitation, police involvement, support reporting the crime, and more information on the Toronto Community Crisis Service (TCCS). The client had seen an ad for TCCS and decided to call 211 when she was ready to leave her partner.

The Navigator made sure that the client was contacting 211 from a place where it was safe to talk. She validated the client's decision to leave and assured her that she was ready to find services to help her. The Navigator explained the role of the TCCS and offered to provide alternative referrals since TCCS serves the City of Toronto only. The Navigator found accommodation and counselling for women leaving abuse, as well as substance use recovery services. Based on further probing, the Navigator offered safety planning services as well to assist with safely leaving the abusive situation. Additionally, legal resources, general victim services and a local police contact were provided to the client to address the situation from a legal perspective.

The Navigator offered to follow-up with the client in a few days time to see how the referrals worked out for her to which the client agreed. With the client's permission, the Navigator made a warm transfer to a victim service agency to assist her in getting to a safe place to stay. Before the client was transferred, she shared: "You saved my life. You don't know how much you have helped me. I know this is just your job, but I can feel the genuine sincerity in your voice, your help means more than you will ever know."



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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