



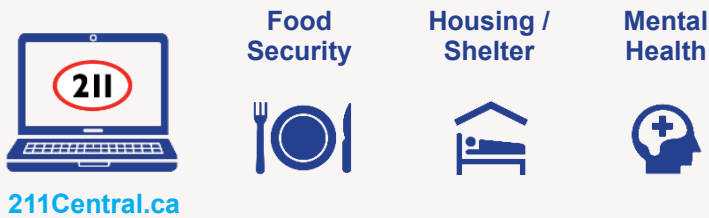
Findhelp | 211 connects people to services through 24/7 multilingual navigation, crisis response, specialty helplines, online searches, and a comprehensive database of human and social services. Working with our partners, we strive to deliver equitable access for vulnerable people in our communities.

FINDHELP | 211 SECTOR SNAPSHOT:

Peel Region – November 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:** In November, we noticed a rise in calls from individuals experiencing homelessness and seeking shelter including families, youth, and newcomers; many shelters were at capacity and some areas did not have shelters that matched the caller's demographics; In addition, many of callers were also facing eviction and did not have access to transportation to travel to shelters outside of their local area; Callers reported negative impacts on their mental health as a result of having nowhere to go and indicated needing emotional support; As the weather gets colder, many concerned members of the public contacted 211 worried about individuals in encampments and inquiring about warming centres; We also received calls reporting individuals experiencing homelessness were seeking shelter at a community centre, library, and place of business to escape cold.
- 2. MENTAL HEALTH:** Mental health-related needs remained steady compared to previous months; We noticed a surge in calls for 24/7 mobile crisis programs and mental health support lines, including from parents seeking a listening ear for youth; Long wait times reported for distress lines from callers experiencing daily stress; Additionally, many callers reported feeling unsatisfied with their hospital visit when themselves or a family member were admitted during a mental health crisis.
- 3. UNMET NEEDS:** Mental Health, Housing / Shelter, Individual / Family

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

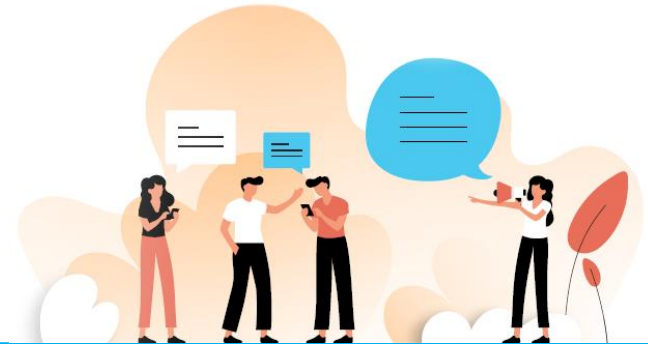
211 CLIENT STORY

A woman called 211 and informed the Service Navigator that she was very concerned about one of her relatives. She stated that her relative was an older adult woman living with cognitive impairment who was being continuously abused by her Power of Attorney (POA). She felt that financial and emotional abuse was apparent. She stated that whatever income assistance came in was all taken by the POA, but that none of it was given to her relative. She was not only being deprived of her income, but also of nutritious food and adequate personal care by her POA.

The caller wanted a meaningful intervention by agencies that could help her relative. However, she did not know where to turn for help. The relative had been getting some home care from a Personal Support Worker (PSW) twice a week. Her relative was currently not receiving any other help other than that.

The Service Navigator expressed his deep concern and assessed the situation. The caller did not feel that her relative was in imminent danger during the call but felt that help was needed. The Service Navigator let the caller know that if she found out that the physical danger had escalated, she should call 911 right away.

The Service Navigator referred the caller's relative to the Advocacy Centre for the Elderly for legal advice and assistance. He also suggested contacting the Seniors' Safety Line and the Office for the Public Guardian and Trustee. The roles of the three organizations were explained, and the caller took down all the information. The Service Navigator encouraged her to call 211 again if she had more questions or needed more information and 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 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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