



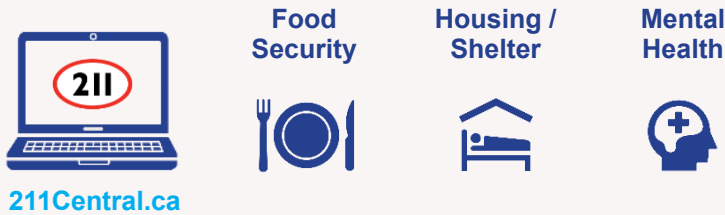
Findhelp | 211 connects people to services through 24/7 multilingual navigation, crisis response, specialty helplines, online searches, and a comprehensive database of human and social services. Working with our partners, we strive to deliver equitable access for vulnerable people in our communities.

FINDHELP | 211 SECTOR SNAPSHOT:

City of Toronto – November 2024

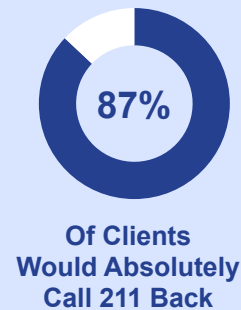
The purpose of this report is to provide an overview of top and emerging client needs.

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}



TRENDS & UNMET CLIENT SERVICE NEEDS ⁵

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

- 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.
- 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; We also received multiple contacts from repeat TCCS clients.
- 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

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 211 Service Navigator received a call from 911 requesting mental health services for an individual who was in distress. The individual in crisis was a young adult who felt very overwhelmed with all that was going on in their life. The caller sounded very upset at the time of the call and couldn't hold back their tears.

The Service Navigator provided a safe space and a listening ear for the caller to explain the nature of their distress. The caller stated that they felt like no one would care if they passed away. The caller also shared that they felt like they had everything they wanted in life, but they were not able to appreciate it; they felt very ungrateful and stressed about that. They also felt very depressed. They had consulted their family physician to obtain some medication to help with their mental health, but they felt like the medication had not helped. The Service Navigator responded with empathetic statements and reassured the caller that they would try their best to find some help for them. The caller stated that this was the first time they had reached out for some help over the phone, and it was determined that they would like to speak with the mobile crisis team.

After completing a suicide risk and environmental assessment, the Service Navigator dispatched a mental health crisis team, and provided the caller with the phone number to a mental health distress telephone for support and company during their wait. The crisis team was able to provide not only emotional support, but also developed a safety plan for the night, made arrangements with the caller to attend a bridging clinic in the morning, as well as providing a follow up the next day to ensure that the caller user was safe.

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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