



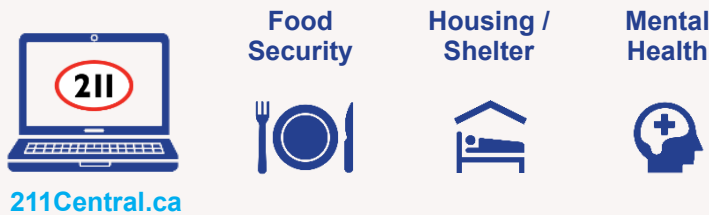
Findhelp | 211 connects people to services through 24/7 multilingual navigation, crisis response, specialty helplines, online searches, and a comprehensive database of human and social services. Working with our partners, we strive to deliver equitable access for vulnerable people in our communities.

FINDHELP | 211 SECTOR SNAPSHOT:

York Region – 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 ^{3,4,5}



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

We received a call from an individual with significant mental health concerns, including Post-Traumatic Stress Disorder (PTSD), anxiety, depression, substance use, and a gambling addiction. During the call, the caller identified childhood trauma and an estranged, dysfunctional relationship with his family as major triggers for his current emotional distress. He reported that mental health issues were never openly discussed in his family and were considered taboo, contributing to his difficulty in seeking help.

Throughout the conversation, the Service Navigator provided empathetic support, validating the caller's feelings and experiences. After acknowledging his emotional state, she offered to explore relevant and accessible community resources to support his mental health and address his immediate needs. The caller was intoxicated, though the substance used was not specified. While he denied that he was currently suicidal, he expressed past thoughts of self-harm and described prior incidents of self-injurious behavior. A brief risk assessment was conducted, and the Service Navigator recommended immediate intervention from a mobile crisis team for further evaluation and support, as well as ongoing follow-up options.

The caller disclosed a rapid and significant decline in his life circumstances over the past weeks, including the loss of his job, his current homelessness, and reliance on public spaces for Internet access. He described going from earning a high income to living in his car, and his sense of instability and loss was evident. The Service Navigator provided emotional validation and emphasized that there are various resources available to help him address both his immediate and long-term needs.

The caller shared that he had been locked out of his parents' home following an incident, and a peace bond was currently in place. He has been living in his car following this family conflict. The caller expressed that he did not wish to reconnect with his family at this time. In response, the Service Navigator provided information about local housing support services, including shelter intake lines, to assist him in finding temporary housing and a safe place to stay. Additionally, the caller expressed a desire to seek employment, but his current circumstances limited his ability to do so. The Service Navigator discussed options for applying for government income assistance and suggested local drop-in centers that could provide support with job search resources, including access to computers and printers.

The caller's emotional distress was acknowledged and normalized, given the extreme changes he had faced in a short period. The Service Navigator emphasized the availability of community resources and ongoing support options. The caller expressed deep gratitude for the conversation, stating that it helped him manage some of his heightened emotions and provided clarity on possible next steps. The Service Navigator also offered several warmlines/talk lines that the caller can reach out to when he feels ready for further support. The call concluded with the caller expressing sincere appreciation for the assistance and resources provided.



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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