



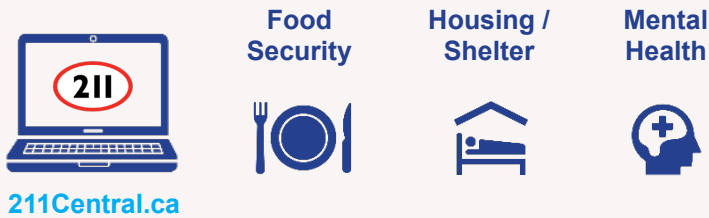
Findhelp | 211 connects people to services through 24/7 multilingual navigation, crisis response, specialty helplines, online searches, and a comprehensive database of human and social services. Working with our partners, we strive to deliver equitable access for vulnerable people in our communities.

FINDHELP | 211 SECTOR SNAPSHOT:

Peel Region – December 2024

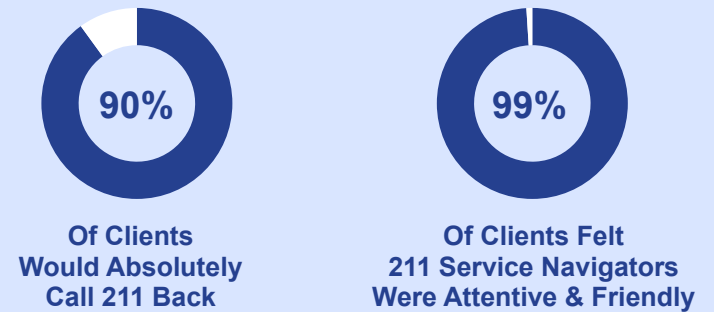
The purpose of this report is to provide an overview of top and emerging client needs.

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 December, we observed an increase in calls from individuals experiencing homelessness, seeking shelter, and from newcomers. Many calls also came from individuals facing eviction and requesting prevention support. Callers frequently reported negative impacts on their financial well-being due to high housing costs and expressed the need for temporary financial assistance, employment support, and Ontario Works assistance. The colder weather also led to a spike in contacts to 211 from concerned community members worried about individuals experiencing homelessness. These callers inquired about Out of the Cold programs and warming centres, requested supplies such as sleeping bags, and reported noticing an increase in individuals seeking refuge in public spaces, bus shelters, and places of business to escape the cold.
- 2. MENTAL HEALTH:** Mental health-related needs remained steady at the end of the year. We noticed a surge in calls for behavioural supports and mobile crisis services for youth under 16 in distress. We also received calls from many seniors requesting grief counselling and mental health support.
- 3. UNMET NEEDS:** Mental Health, Health, 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 \(GTA\)](#)

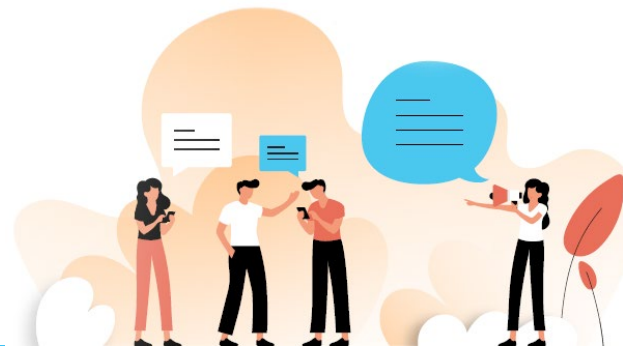
CONTACT US: 211outreach@findhelp.ca

211 CLIENT STORY

An older woman in Peel Region contacted 211 for help with transportation to medical appointments. She shared that relying on cabs was becoming too expensive for her. She had heard that there were programs that would help seniors get to appointments but did not know about any such agencies in her area, therefore she turned to 211 for assistance.

The Service Navigator reassured the client that there are programs that exist to assist her, and that she could help her find programs that served her area. The Navigator asked a few questions related to program eligibility and about the client's location. She then found the options for seniors' transportation for the client's area which included referrals to the Mobility Medical Transportation, Total Care Transportation, and the Canadian Red Cross Transportation program.

Additional options were reviewed such as paratransit programs for day-to-day transportation, however, the client confirmed that she did not have any other needs at the moment. The Navigator let the client know that she could contact 211 again anytime she had questions about services in her community.



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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