



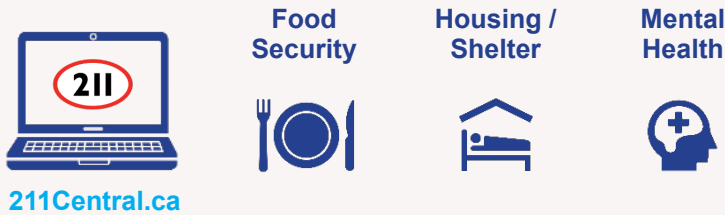
Findhelp | 211 connects people to services through 24/7 multilingual navigation, crisis response, specialty helplines, online searches, and a comprehensive database of human and social services. Working with our partners, we strive to deliver equitable access for vulnerable people in our communities.

FINDHELP | 211 SECTOR SNAPSHOT:

City of Toronto – 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}



TRENDS & UNMET CLIENT SERVICE NEEDS ⁵

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

TORONTO COMMUNITY CLUSTER NEEDS ^{6,7,8}

NORTH WEST: Black Creek, York, Weston, Pelham, North York

- 1) Mental Health
- 2) Housing / Shelter
- 3) Food Security
- 4) Legal / Public Safety
- 5) Individual / Family



NORTH EAST: East York, Don Valley, North Scarborough

- 1) Housing / Shelter
- 2) Mental Health
- 3) Health
- 4) Individual / Family
- 5) Food Security



SOUTH WEST: North Etobicoke, South Etobicoke, Downtown West

- 1) Mental Health
- 2) Recreational Facilities / Activities
- 3) Housing / Shelter
- 4) Individual / Family
- 5) Health



SOUTH EAST: Downtown East, South Scarborough

- 1) Mental Health
- 2) Housing / Shelter
- 3) Health
- 4) Food Security
- 5) Individual / Family



211 CLIENT STORY

A senior contacted 211 at night. She shared that she had always felt fortunate to live a healthy life and to feel as young as she did, but lately she has been struggling with her mental health. She stated that this had never really been a concern of hers before and that even her doctor congratulated her on being so healthy in general.

The Service Navigator helped the client to clearly express her circumstances. She was an older adult with no history of mental health challenges or diagnoses. The client clarified that she was hoping to connect with a support line. She specifically requested for a support line she could contact at the time of the call to 211; she was calling at night, so many services were closed. The Navigator explored options available to the client bearing in mind what the client had told him.

The Navigator provided multiple options for peer support, friendly warmlines that were available immediately, as well as ones that were more appropriate to the client's current situation, but which would be available only during their regular hours of operation in daytime. Referrals to warmlines included 408 Helpline GTA, Warm Line Progress Place and the Toronto Seniors Helpline. For further support, additional referrals were made to Toronto Seniors Helpline, Family Service Toronto, and Home Health Care and Community Support Services via Circle of Care. The Navigator reviewed each service with the client to specify hours of operations, phone numbers, and specialties/focus of each support line. The Service Navigator also described the Toronto Community Crisis Service (TCCS), which could be an option for the client if her difficulties escalated in the future.

The Navigator offered a follow-up call with the client in one week's time to check-in with regards to the received referrals and to see if additional support would be needed at that time. The client gave her consent to the follow-up and provided her contact information for callback. The client was then transferred to an appropriate support line with her permission. When the follow-up was conducted, the client confirmed that she had connected with the Toronto Seniors Helpline and felt supported. She stated that she is planning on remaining connected with the program and follow-up on suggestions provided by the helpline.

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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