



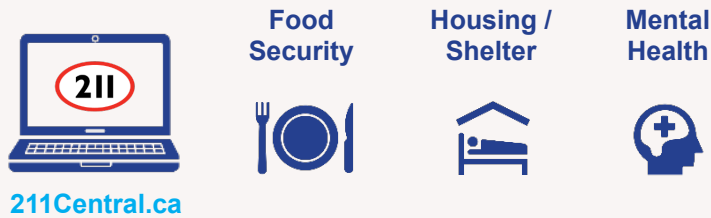
Findhelp | 211 connects people to services through 24/7 multilingual navigation, crisis response, specialty helplines, online searches, and a comprehensive database of human and social services. Working with our partners, we strive to deliver equitable access for vulnerable people in our communities.

## FINDHELP | 211 SECTOR SNAPSHOT:

Peel Region (January – December 2024)

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

### TOP 3 CLIENT WEB SEARCHES<sup>1</sup>



## 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.<sup>2</sup>



### TOP 5 CLIENT SERVICE NEEDS<sup>3,4,5</sup>



## TRENDS & UNMET CLIENT SERVICE NEEDS <sup>6</sup>

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

- 1. HOUSING / SHELTER:** Housing and shelter-inquiries remained at the forefront of caller needs in 2024. Throughout each month, we observed a rise in calls from individuals experiencing homelessness and consistently experienced high demand for shelter space, while receiving many reports of shelters at capacity across the GTA. There were also frequent contacts from callers facing eviction who were requesting help finding rent payment assistance and affordable housing. Worry for individuals experiencing homelessness and seeking refuge in public spaces, bus shelters, and places of business became a growing community concern in 2024. Many members of communities contacted 211 to inquire about street outreach programs, warming centres, and supplies that could help unhoused individuals.
- 2. MENTAL HEALTH:** Inquiries for mental health support remained steady throughout the year. Many callers expressed feeling increasing levels of stress, anxiety and frustration during the cost-of-living crisis. Callers reported that rising prices of food, housing and necessities were greatly affecting their ability to meet day-to-day expenses and negatively impacting their overall well-being. We also noticed a surge in calls for mobile crisis services and wellness checks for persons in crisis and individuals in distress.
- 3. UNMET NEEDS:** Mental Health, Housing / Shelter, Health

## GET INVOLVED

- [Update Your Agency's 211 Profile](#)
- Request a 211 Overview / Training: [training@findhelp.ca](mailto:training@findhelp.ca)
- Order 211 Promotional Materials: [211outreach@findhelp.ca](mailto:211outreach@findhelp.ca)
- View our Data Insights: [211 National Expansion Portal](#), [211 Ontario Needs Dashboard](#), [211 Data Snapshots \(GTA\)](#)

CONTACT US: [211outreach@findhelp.ca](mailto:211outreach@findhelp.ca)

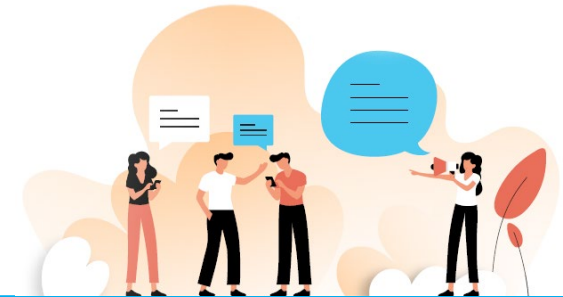
## 211 CLIENT STORY

An older adult client contacted 211 requesting assistance with groceries. She had a physical disability, which affected her mobility. Therefore, she was unable to go out and get food at a regular food bank. She stated she had no family or friends that could pick up food on her behalf.

The client stated that the price of groceries was very expensive, and she was having difficulties affording enough food to keep her going. Lately, she was also having mobility issues that were making it harder to leave her home and to carry the food. The client needed emergency food and stated she would not get her cheque from the government until the end of the month.

The client was referred to some food banks that delivered to seniors, older adults and persons with disabilities. She was given the contact information and details on how to apply. She was also referred to an agency that had a mobile hot meal program that might be able to come to her home.

After they had discussed the food issue, the Service Navigator talked to the client about connecting with other people and services, as the client had stated she had no family and friends. The Service Navigator and the client spoke at length about how hard and lonely it was for the client doing everything on her own. She felt it was time to get out and meet people. She was willing to call and register with a seniors social/recreation club if she could access transportation to it. The client was encouraged to register with a seniors social and recreational program. She was given information on a centre close to her home that had a local transportation service that picked up members and took them to the centre.



<sup>1</sup> Top 3 Client Web Searches across the Greater Toronto Area via 211Central.ca

<sup>2</sup> 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.

<sup>3</sup> 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.

<sup>4</sup> Learn about the [Canadian AIRS Needs Categories – Data Dictionary](#).

<sup>5</sup> 'Individual / Family' represents Case Management, Care Planning & Advocacy needs.

<sup>6</sup> 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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