



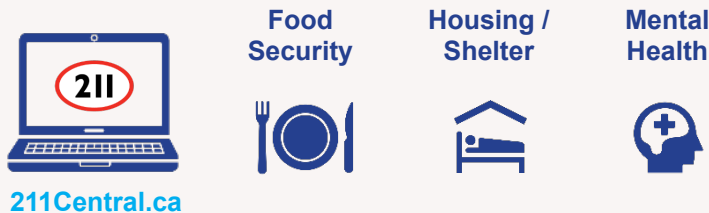
Findhelp | 211 connects people to services through 24/7 multilingual navigation, crisis response, specialty helplines, online searches, and a comprehensive database of human and social services. Working with our partners, we strive to deliver equitable access for vulnerable people in our communities.

## FINDHELP | 211 SECTOR SNAPSHOT:

York Region (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

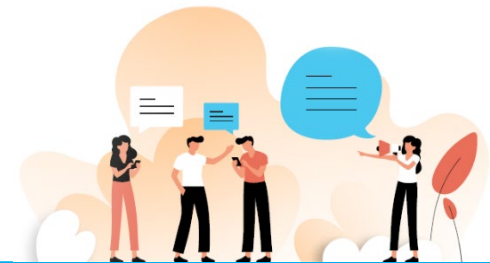
We received a call from a client who identified they were a youth and were recently told to leave their family home. Since then, they have been accessing support through their partner and their partner's family. They shared that their partner allowed them to stay at their place, but they themselves wanted to find support to get out of their situation and have their own housing. Their situation centered around homelessness and financial instability.

In conducting a thorough assessment, the Service Navigator was able to identify that the client was primarily looking for housing support, and potentially applying for subsidized or rent-geared-to-income housing. The Navigator also identified that the client might also need support with first and last month's rent if they were getting into a new apartment. As the client shared that they had no source of income, the Navigator identified that they would need financial assistance. The client also shared that they were currently unemployed, and the Navigator discovered that they would benefit from an employment agency to help look for work opportunities.

The Navigator referred the client to the York Region Housing Help Centre to seek assistance in finding housing and navigation to resources for their current housing situation. They were referred to York Region Housing Help Centre to also get help with applying for subsidized and rent-geared-to-income housing. The client was referred to Access York to get assistance with applying for Ontario Works and possibly accessing the Homelessness Prevention Program which can assist with first and last month's rent.

The client was also informed about the services of 360 Kids, which can help with housing search specifically for youth between the ages of 16 and 26 years. The client was also provided with information on an Ontario Employment location that serves York Region to assist them with job opportunities and an employment search. That agency can also provide guidance on educational programs and training opportunities in which the client expressed interest. The Navigator offered follow-up support to ensure that the resources provided would help and if they could not, during the follow-up they would find more supports that the client could access.

At the end of the call, the client said: "Thank you so much for your help; I did not know where to even start. I had no idea these services even existed, so I appreciate this call." When the follow-up call was made, the client revealed that they had received help with housing, financial assistance and job search assistance through the referrals provided.



<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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