



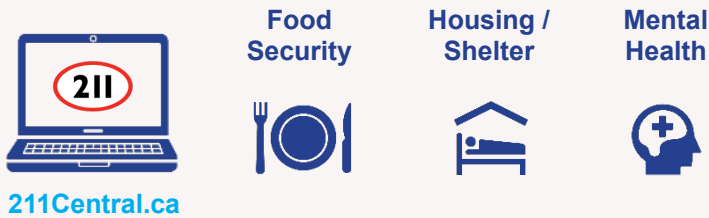
Findhelp | 211 connects people to services through 24/7 multilingual navigation, crisis response, specialty helplines, online searches, and a comprehensive database of human and social services. Working with our partners, we strive to deliver equitable access for vulnerable people in our communities.

FINDHELP | 211 SECTOR SNAPSHOT:

Peel Region – January 2025

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. MENTAL HEALTH:** Inquiries for mental health support were at the forefront of caller needs in January. We observed a rise in calls for mobile crisis services for children and youth, and many inquiries for wellbeing checks for those unhoused who are experiencing mental health issues.
- 2. HOUSING / SHELTER:** We continued to see housing and shelter inquiries as one of the top caller needs at the beginning of the new year. In January, call volume from individuals battling the winter cold while experiencing homelessness, seeking affordable housing and eviction prevention assistance remained steady. Many of these callers identified as seniors and older adults and temporary residents who were displaced and in need of emergency shelter.
- 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

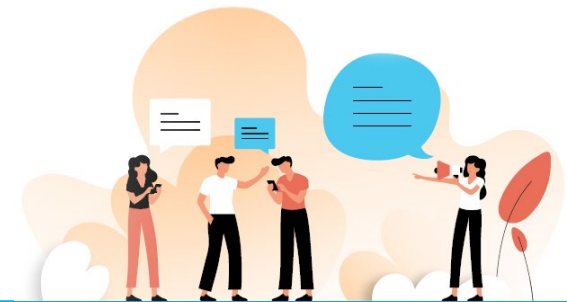
211 CLIENT STORY

A female newcomer to Canada called 211. She told the Service Navigator that she had come to Canada with her partner who promised to take care of her and be there for her. When she came to Canada, she was required to get a blood test and she discovered that she had a blood-borne disease. Once she found out about the disease, the relationship between herself and her partner became extremely difficult. She was emotionally distressed and was looking to get emotional support; she stated that she was heartbroken. She did not know where to go or what to do given that she was new to the country and did not have any support system but her partner.

Her partner had called the police about her, saying that she was threatening him. There were no charges, but this made her nervous. She worked shift work, so he also turned off some of the utilities when she was due home, so that she would be very uncomfortable. She said that he was constantly degrading her and emotionally abusing her.

This situation affected her job, her mental health and physical wellbeing and she was afraid of her partner, given his false accusations to the police. She had explored options for housing for herself, but was not successful because they were too expensive for her. She thought about leaving the relationship, but didn't have a support system in Canada.

The Service Navigator listened empathetically and offered the caller emotional support during the call. When the caller told her story and expressed her emotions, the Service Navigator had a problem-solving discussion with her. She offered the caller resources for survivors of emotional abuse, mental health organizations, emotional support, safety planning, assistance with her disease, and housing. At the closing of the call, the Service Navigator scheduled a follow up call with her to confirm that the resources worked out of her and to explore other options if necessary.



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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