



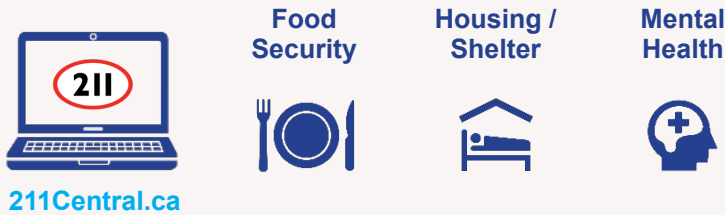
Findhelp | 211 connects people to services through 24/7 multilingual navigation, crisis response, specialty helplines, online searches, and a comprehensive database of human and social services. Working with our partners, we strive to deliver equitable access for vulnerable people in our communities.

FINDHELP | 211 SECTOR SNAPSHOT:

City of Toronto – 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}



TRENDS & UNMET CLIENT SERVICE NEEDS ⁵

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. In Toronto, we received multiple contacts to 211 from repeat clients of the Toronto Community Crisis Service (TCCS), in some cases several times a week.
- 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

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

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

- 1) Housing / Shelter
- 2) Mental Health
- 3) Clothing Banks
- 4) Individual / Family
- 5) Health



NORTH EAST: East York, Don Valley, North Scarborough

- 1) Mental Health
- 2) Housing / Shelter
- 3) Health
- 4) Individual / Family
- 5) Income Tax Assistance



SOUTH WEST: North Etobicoke, South Etobicoke, Downtown West

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



SOUTH EAST: Downtown East, South Scarborough

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



211 CLIENT STORY

A woman called the 211 helpline late in the evening, explaining that she had seen an advertisement in the city regarding the option to call the 211 service for mental health supports. She described how challenging it has been for her since the loss of her husband a few months back. Already dealing with a history of mild depression, she felt that his death had pushed her into a more troubling state of depression. She called to see if 211 could support her in providing emotional support and/or referrals for managing her situation.

It was clear that the caller needed some time to talk about her situation and concerns. The Service Navigator gave her as much time as needed and offered referrals after getting a strong sense of what might help her manage.

The caller had been unaware that funeral homes often have bereavement supports and felt she could connect with them to investigate further. She was happy to hear about the other two agencies the Service Navigator located that provide bereavement counselling. The Distress Centre was offered as a place to call for emotional support anytime. The Service Navigator also mentioned the option of talking with her family doctor about the increasingly challenging depressive state she finds herself in.

The caller was very happy with the outcome of the call. She said that she had never heard of the 211 service before and was so glad she took a chance on calling 211 that night.

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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