



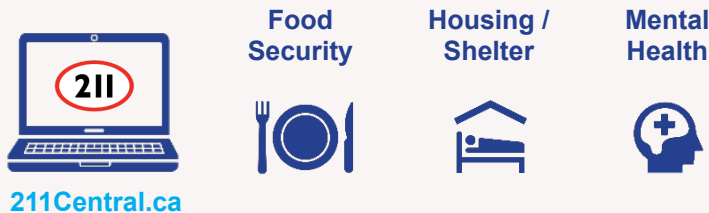
Findhelp | 211 connects people to services through 24/7 multilingual navigation, crisis response, specialty helplines, online searches, and a comprehensive database of human and social services. Working with our partners, we strive to deliver equitable access for vulnerable people in our communities.

FINDHELP | 211 SECTOR SNAPSHOT:

York Region – January 2025

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

TOP 3 CLIENT WEB SEARCHES ¹



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

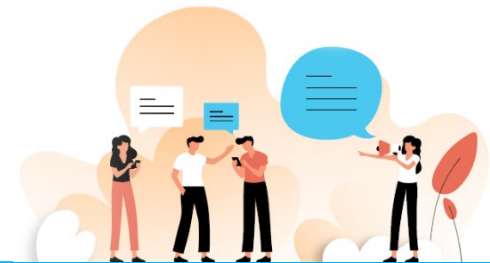
211 CLIENT STORY

A caller was warmly transferred to 211 by an agency that worked with Mandarin-speaking populations who have mental health issues. A Mandarin speaking woman was experiencing a mental health crisis and expressed having suicidal thoughts. There was no worker at the first agency who could provide crisis intervention at that moment, so a worker made a warm transfer to a 211 Service Navigator who spoke Mandarin.

The caller's mental health crisis seemed to have been precipitated by anxiety about her financial situation. The caller was in a financial crisis, and she was not able to pay her mortgage; her tenant had refused to pay the rent for several months. The tenant had made complaints against her a couple of times, so she was scared to talk to anyone about evicting the tenant due to the non-payment of rent. She stated that she was afraid of being fined.

The Service Navigator performed a risk assessment. The caller was not at risk of harming herself at the time of the call, but she did need help as soon as possible. The Service Navigator expressed empathy for her situation and let her talk about her situation at her own pace. They had a problem-solving discussion regarding the financial and housing circumstances.

For further assistance, he referred her to the Mandarin Hotline and Mental Health Support for emotional support in Mandarin, and one-on-one peer support for individuals experiencing mental health challenges. She was also provided information about Your Support Services Network for 24-hour crisis response support service in York Region if she experienced a mental health crisis after hours. The 211 Service Navigator encouraged the caller to reach out to 211 again if she needed more assistance or referrals.



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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