



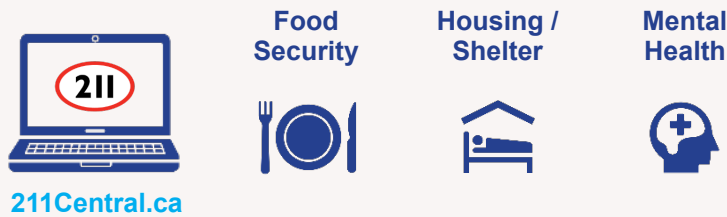
Findhelp | 211 connects people to services through 24/7 multilingual navigation, crisis response, specialty helplines, online searches, and a comprehensive database of human and social services. Working with our partners, we strive to deliver equitable access for vulnerable people in our communities.

FINDHELP | 211 SECTOR SNAPSHOT:

City of Toronto – February 2025

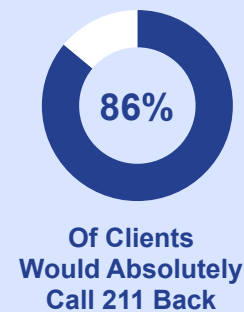
The purpose of this report is to provide an overview of top and emerging client needs.

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:** In February we observed a high volume of mental health inquiries. During a time of shifting political landscapes, concerned callers contacted 211 to inquire about the new tariffs imposed by the United States on Canada. Feeling a sense of fear and anxiety, callers sought out support and reassurance in navigating uncertainty amid changing times. In addition, frustrations rose among callers experiencing longer wait times and call back prompts for various distress or emergency support lines. In Toronto, there was a significant uptick in calls to 211 for TCCS. The new Toronto Paramedics Services (EMS) TCCS pilot launched in January generated many referrals in February. We also experienced an increase in TCCS calls from shelters with occupants in a mental health crisis, individuals under stress from being unhoused or evicted, as well as loved ones and caregivers of seniors who needed wellbeing checks. Callers outside of Toronto also contacted 211 inquiring about the similarities and differences between TCCS and other crisis outreach programs in their own regions.
- 2. HOUSING / SHELTER:** Housing and shelter issues showed no signs of slowing down in February. Contacts to 211 from callers seeking affordable housing, facing evictions and experiencing homelessness remained steady, including from families with children who expressed deep concerns over the lack of emergency shelter options during extreme cold weather. Many callers reported an increase in mental health issues as a direct result of their housing situations.
- 3. UNMET NEEDS:** Mental Health, Individual/Family, Health

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: communications@findhelp.ca

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

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

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



NORTH EAST: East York, Don Valley, North Scarborough

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



SOUTH WEST: North Etobicoke, South Etobicoke, Downtown West

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



SOUTH EAST: Downtown East, South Scarborough

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



211 CLIENT STORY

A mother was referred to 211 by the Assaulted Women's Helpline for mental health support. She was interested in the Toronto Community Crisis Service (TCCS) but wasn't ready to connect with them, feeling overwhelmed after already speaking with two services that day.

She shared that domestic violence, childcare challenges, and financial strain were impacting her and her children's mental health. Her children were experiencing anxiety, depression, sleeplessness, and PTSD. She could make ends meet but couldn't afford anything extra and wasn't comfortable leaving her youngest in private daycare to work more shifts.

The Service Navigator explored support options, and the mother expressed interest in family counselling and case management. She was referred to Strides Toronto for family and children's counselling, CMHA for case management, and encouraged to share the Kids Help Phone with her children. When discussing finances, the mother mentioned wanting to start a business but didn't know how. She was referred to the Toronto Small Business Enterprise Centre and informed about an overlooked childcare benefit.

To ensure support, the Service Navigator offered a follow-up call, which the mother accepted. Grateful, she said, "I felt like I was running on a hamster wheel before I called 211. You helped me see there are other options."

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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