



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 – February 2025

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

### TOP 3 CLIENT WEB SEARCHES <sup>1</sup>



211Central.ca

Food Security



Housing / Shelter

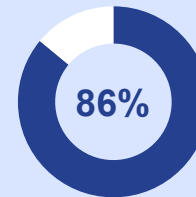


Mental Health

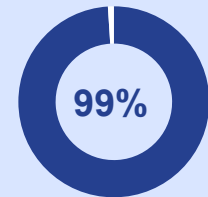


## COMMITMENT TO SERVICE EXCELLENCE

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>



Of Clients  
Would Absolutely  
Call 211 Back



Of Clients Felt  
211 Service Navigators  
Were Attentive & Friendly

### TOP 5 CLIENT SERVICE NEEDS <sup>3,4,5</sup>

19%

Mental Health



15%

Housing / Shelter



11%

Legal / Public Safety



9%

Individual / Family



8%

Health



## 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. 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. Callers outside of Toronto also contacted 211 inquiring about the similarities and differences between the Toronto Community Crisis Service (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](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 \(GTA\)](#)

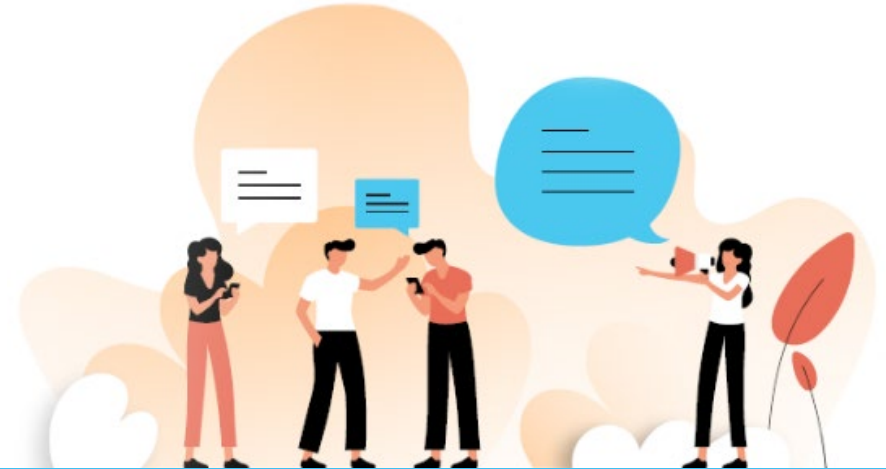
**CONTACT US:** [communications@findhelp.ca](mailto:communications@findhelp.ca)

## 211 CLIENT STORY

A woman staying in a hotel shelter with her two young children called 211 seeking food assistance. Her usual food bank, the Vaughan Food Bank, wouldn't open for a few days, so she inquired about accessing information for other food banks available that day or the next.

The caller was provided with referrals to Humanity First Canada, as well as the Elspeth Heyworth Centre for Women, as these agencies both were open the day she called and had available food resources.

The caller shared that she would reach out to these resources to see if they were able to provide food to her and her children. The Service Navigator asked if the caller had any other needs, and she said that she did not. Thus, the Service Navigator invited her to call again if she had more questions about services in the community.



<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.



Free | Confidential | 200+ Languages | 24/7 | Live Answer