



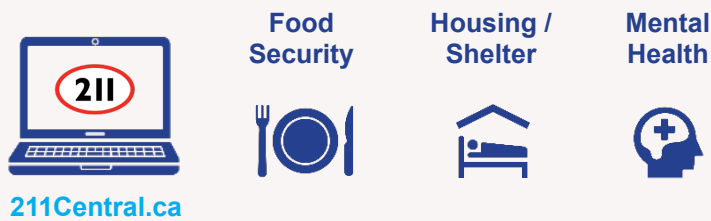
Findhelp | 211 connects people to services through 24/7 multilingual navigation, crisis response, specialty helplines, online searches, and a comprehensive database of human and social services. Working with our partners, we strive to deliver equitable access for vulnerable people in our communities.

FINDHELP | 211 SECTOR SNAPSHOT:

Peel Region – March 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:** Mental health remained the top need for this past month of March. Many parents of teenagers contacted 211 seeking community mobile crisis programs and services for their children displaying behavioural issues and a lack of interest in attending school. Additionally, we observed an increase in calls from seniors and older adults in search for mental health supports and seniors' centres as a result of experiencing loneliness and a lack of companionship.
- 2. FOOD SECURITY:** In March, food security returned as one of the top 5 client service needs callers contacted 211 for across Peel, York and Durham Regions. We received many reports from those in need of food about limited food bank options in their areas and long wait times to access food banks – in some cases up to 2 weeks.
- 3. ADDITIONAL INSIGHTS:** As the Canadian Dental Care Plan eligibility criteria opened up, we noticed a rise in contacts from those looking for dental support. We also received many inquiries from newcomers who spoke very little to no English, requesting a variety of supports and seeking referrals to community programs and services.
- 4. TOP UNMET NEEDS:** Mental Health, Housing/Shelter, Food Security

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 \(GTA\)](#)
- Complete a [Short Survey](#) to Share Feedback on 211 Data Snapshots and our New [Self-Serve Platform](#)

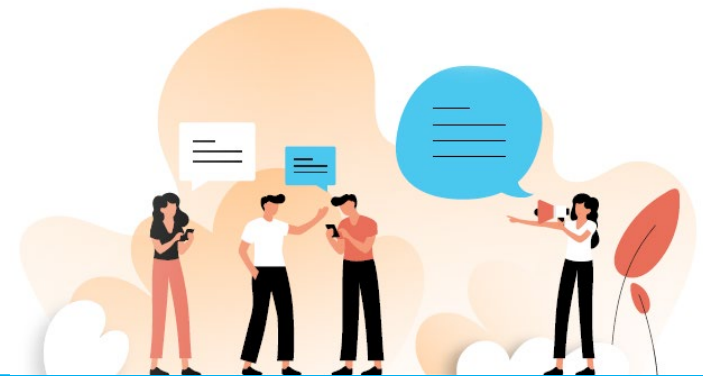
CONTACT US: communications@findhelp.ca

211 CLIENT STORY

A young man in his early twenties called 211, seeking help with a housing crisis. He had been living with his father, but after an argument escalated into a physical altercation that left him injured, the police were called. That night, he declined medical attention, but the next morning, he called an ambulance and was taken to the hospital for a head injury. After being discharged, he stayed one night at his girlfriend's home, but her family would not let him stay another night. Now, he had nowhere to go.

The Service Navigator provided a listening ear and space for the caller to share his story. The caller was referred to the Peel Centralized Shelter Intake and Homeless Supports and to shelter/transitional housing for youth. He had expressed a desire for individual and family counselling, so the Navigator suggested contacting *Family Services of Peel* for individual and possible family counselling services. The Service Navigator was concerned about the caller and asked if he would like a follow up call. He agreed, so they arranged a time to follow up. Then, with the caller's permission, he was warm-transferred to the 24 hour *Good2Talk* line for additional emotional support after the call.

During the follow-up, the caller stated he had found long-term shelter support and was currently accessing case management and counselling services. At the end of their interaction, he told the Service Navigator: "Thank you so much. I didn't know what I was going to do before I called you. You helped me from becoming homeless. I'm glad 211 exists."



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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