



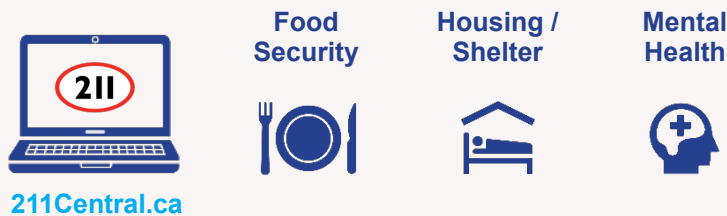
Findhelp | 211 connects people to services through 24/7 multilingual navigation, crisis response, specialty helplines, online searches, and a comprehensive database of human and social services. Working with our partners, we strive to deliver equitable access for vulnerable people in our communities.

FINDHELP | 211 SECTOR SNAPSHOT:

City of Toronto – 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}



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:** 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. In Toronto, we observed a spike in calls from drop-in centres and shelters for those experiencing homelessness, requesting TCCS intervention for clients with behaviour and mental health issues.
- 2. FOOD SECURITY:** 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

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

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

- 1) Mental Health
- 2) Housing / Shelter
- 3) Income / Financial
- 4) Legal / Public Safety
- 5) Health



NORTH EAST: East York, Don Valley, North Scarborough

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



SOUTH WEST: North Etobicoke, South Etobicoke, Downtown West

- 1) Housing / Shelter
- 2) Mental Health
- 3) Food Security
- 4) Legal / Public Safety
- 5) Health



SOUTH EAST: Downtown East, South Scarborough

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



211 CLIENT STORY

A 211 Service Navigator made a follow up call for a caregiver who had been looking for additional home care support for her mother who was an older adult. Initially, the caller and her mother had had concerns about the home care that had been provided to date. As had been suggested during the first call, the mother had a meeting scheduled to discuss her needs with *Ontario Health atHome*. The caller mentioned that her mother needed foot care, and the Service Navigator suggested that the mother also mention her foot care needs during that meeting, so that everything could be documented.

During the follow up call, the caller shared that she was having to manage a lot of calls for herself and her mother. She expressed that she needed help, and that this was impacting her mental health. She requested case management support for herself. She had pre-existing mental health issues, and the stress was exacerbating them. The Service Navigator expressed empathy; managing caregiver stress is never easy, and having to do this when one is struggling is even harder.

The 211 Service Navigator provided information on the *Canadian Mental Health Association's (CMHA)* case management services and how to access them. The caller stated that she also had an appointment with a new health team the next day. She decided she would ask if they had mental health/case management support at that office; the Service Navigator thought that was a good idea and encouraged her to do that. The Service Navigator urged the caller to contact 211 again if she or her mother needed more assistance.

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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