



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 – March 2025

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

TOP 3 CLIENT WEB SEARCHES ¹



211Central.ca

Food Security



Housing / Shelter

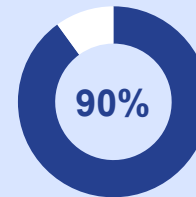


Mental Health

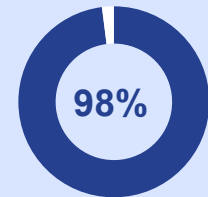


COMMITMENT TO SERVICE EXCELLENCE

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.²



Of Clients
Would Absolutely
Call 211 Back



Of Clients Felt
211 Service Navigators
Were Attentive & Friendly

TOP 5 CLIENT SERVICE NEEDS ^{3,4,5}

25%

Housing / Shelter



24%

Mental Health



7%

Health



7%

Food Security



6%

Individual / Family



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

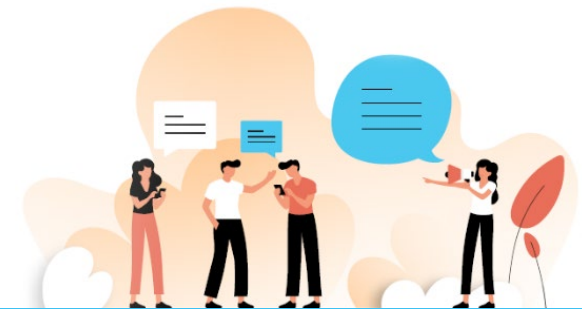
211 CLIENT STORY

A 211 caller shared they have two young children and that their husband had recently passed away. The caller explained their late husband had been the breadwinner of the family and was responsible for providing most of the financial support for the family. The caller further explained they received some financial support from *Employment Insurance (EI)*, savings, and income from their husband's estate, but it was not nearly enough to cover rent (which they were behind on), food, and the cost of living for their family. The caller had spoken with the *Canada Pension Plan (CPP)* to see if they could be of assistance but shared that CPP could not help and had recommended they connect with 211.

The Service Navigator gave the caller time and emotional support while telling their situation - so much had happened and it was stressful to cope without their spouse. When the caller had shared their circumstances, they discussed possible financial support with the Service Navigator. When the assistance from EI was done, it would be possible to apply for *Ontario Works*, and that contact information was shared with the caller. Rent assistance programs were also discussed with the caller. The caller was having challenges making ends meet, so the Service Navigator found the food banks that served their area.

The caller felt that they needed some help in looking for appropriate employment. The Service Navigator let them know about *Integrated Employment Services (IES)* and gave the contact information to the service that was closest to the caller's residence, as well as sharing the phone number to the Employment Ontario Helpline.

When the caller had started the conversation, they were emotional and sounded exhausted. At the end of the call, they sounded more hopeful and they noted that they felt relieved knowing they had not exhausted all their options for obtaining support.



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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