FINDHELP | 211 SECTOR SNAPSHOT:

York Region | January – December 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

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.

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]

100%
Of Clients Would Absolutely Call 211 Back

98%
Of Clients Felt 211 Service Navigators Were Attentive & Friendly

TOP 5 CLIENT SERVICE NEEDS [3,4,5]

- **22%** Housing / Shelter
- **18%** Mental Health
- **9%** Individual / Family
- **8%** Health
- **7%** Legal / Public Safety

TRENDS & UNMET CLIENT SERVICE NEEDS[6]

Over the past year, these have consistently been top issues as identified by our Service Navigators:

1. MENTAL HEALTH

- **Escalating demand for crisis response:** Repeated wellness-check requests, and growing referrals from shelters, housing staff, security, and service agencies show sustained pressure on crisis systems.
- **Rising mental-health concerns across all ages:** Significant increases in anxiety, depression, behavioural issues in youth, caregiver burnout, and seniors' loneliness drove many calls for support and follow-up resources.
- **System strain and service gaps:** Callers reported long wait times, limited follow-up after hospital discharge, and insufficient text/chat crisis options, prompting frustration and repeated crisis use.

2. HOUSING / SHELTER

- **Persistent housing instability and shelter shortages:** Steady calls from unhoused individuals, seniors, families, and newcomers reflected ongoing struggles to secure affordable housing, emergency shelter, or relocation options amid capacity limits and extreme weather.
- **Financial strain driving crisis:** Requests for rent arrears support, deposits, mortgage help, heating assistance, and low-income benefits highlighted deepening economic pressure.
- **Mental-health impacts of inadequate housing:** Callers reported worsening anxiety and distress tied to homelessness, eviction risk, and lack of shelter access.

3. TOP UNMET NEEDS: Mental Health, Housing / Shelter, Individual / Family

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)

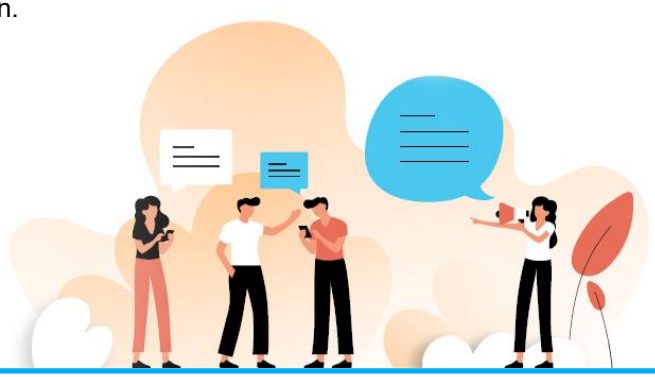
CONTACT US: communications@findhelp.ca

211 CLIENT STORY

A 211 caller contacted the service after recently losing their spouse and becoming the sole caregiver for two young children. The caller shared that their late spouse had been the family's primary income earner. While they were receiving interim financial support through Employment Insurance (EI), limited savings, and income from the estate, these resources were insufficient to keep pace with the costs of housing, food, and other basic needs. After exploring available options, the caller had been directed by the Canada Pension Plan (CPP) to connect with 211 for additional support navigation.

The Service Navigator provided compassionate listening and acknowledged the compounded challenges of grief, caregiving, and financial strain. Together, they reviewed potential next steps, including income support options such as *Ontario Works* once EI concludes, rent assistance programs, and local food access supports. Employment pathways were also discussed, and referrals to *Integrated Employment Services* (IES) and the *Employment Ontario Helpline* were provided.

The caller initially expressed feeling overwhelmed and exhausted. By the end of the interaction, they reported feeling more supported and reassured, noting greater clarity about available options and next steps during a period of significant transition.



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