

TO

BE A PARTNER OF CHOICE

**Collaboration uses resources effectively, multiplies impact and fosters innovation.**

With more than 100 partners throughout North America, we have learned that collaboration is the most effective way to build innovation and create positive change.

We collaborated on a number of initiatives to improve community access to services.

We partnered with regional service providers to ensure after-hours phone support for 211 in Ontario and Nova Scotia; participated in an Ontario-wide Service Excellence Network (SEN) to develop continuity in the way we answer phones and collect data; and provided leadership to a national working group which aims to bring 211 service to all Canadians.

**Thank you to our Board, staff, volunteers, students, partners and supporters for another great year. With your dedication, support and hard work, we have made a difference in many people's lives and have achieved significant progress towards our strategic directions.**

TO

BE AN EMPLOYER OF CHOICE

**A strong and accountable organization is the foundation on which we build partnerships and innovate.**

This year, Findhelp prioritized leadership development and organizational culture transformation.

We have engaged managers and staff across the Agency to learn about diverse forms of leadership and to understand each other's strengths in order to improve the way we work together. We will continue to prioritize leadership and culture change in order to promote a healthy, engaged and productive workplace to enhance our impact.

We found our next home! At Yonge & St Clair we will use space more effectively and provide more opportunities for wellness and engagement between teams.

TO

INNOVATE AND EXPAND IMPACT

**Anticipating the future results in being proactive to new needs and opportunities.**

In 2015/16 Findhelp expanded our impact through new programs and services and innovation. New initiatives were focused on refugee response, youth and other priority populations, developmental services, research, poverty reduction, nonprofit sector capacity building, and business intelligence. Having committed to launching chat and text, we began to develop and implement the strategy.

A social media working group was developed to formalize and improve our social media footprint. Findhelp's social media strategy continues to develop, grow our reach and enhance our impact.

Impact Through Collaboration



## 2015/2016 | Report to the Community

For over 60 years, Findhelp has been transforming and modernizing to expand our impact in a constantly changing world.

Throughout the Agency's history, connecting people to services has been our central and grounding focus. Collaboration has been key to all progress towards our vision – **PEOPLE CONNECTED. COMMUNITIES STRENGTHENED** – and it is cause for celebration in 2016.

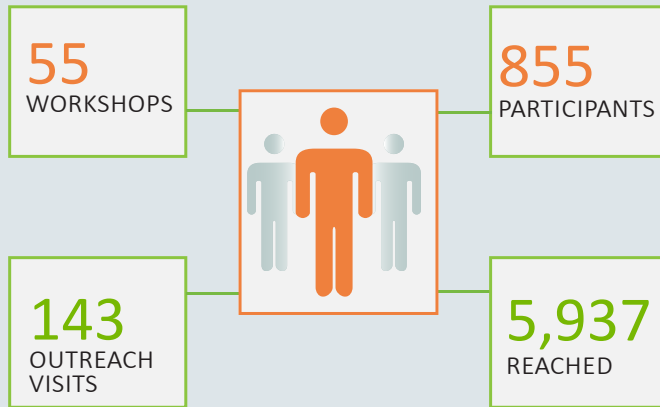
2015/16 was a year of incredible transformation. We continued to provide multilingual 211 services, specialty lines, websites, social media and provincial database management for more than 60,000 agencies and programs. We continued to focus on priority populations and collaboration for enhanced innovation. *And we accomplished much more . . .*

Findhelp has added 4 new phone lines to ensure that the most vulnerable have access to programs and services. We have been working across the country to help ensure that all Canadians have access to 211. We have implemented a social media strategy and have made strides to evolve our organizational culture.

With more than 300,000 calls and over 3,000,000 online searches annually, we know that our model of service works. We continue to innovate, to find solutions to emerging challenges and to leverage new opportunities. We are constantly looking for new ways to expand our impact, locally, provincially, nationally and beyond.

Our values: Service to others • Accountable • Partnership • Diversity

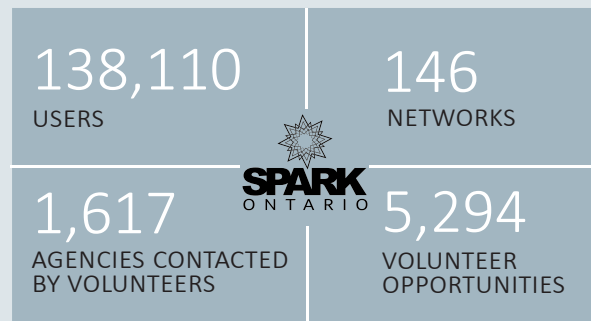
## TRAINING AND OUTREACH



## 211 CENTRAL & SPECIALTY RESOURCE DATABASES



## SPARK ONTARIO



## DID YOU KNOW ...

that Findhelp is working with 211 providers across the country to ensure that all Canadians have access to 211 services, from coast to coast to coast.

"Thank you 211. I was having a tough day and you knew just how to help."  
— Caller



## IMPACTING LIVES: ONE CALL, ONE CLICK AT A TIME

Every hour of every day people search for services they need to build and sustain healthy lives. We know that for the most vulnerable, this can seem insurmountable.

309,496  
TOTAL CALLS ANSWERED

### Specialized Lines

- 1-866-366-9513 Central Access for Withdrawal Management Intake Service
- 1-888-579-2888 Ontario Ministry of the Attorney General's Victim Support Line (VSL)
- 1-866-887-0015 Ontario Ministry of the Attorney General's Male Survivors of Sexual Abuse
- 1-855-372-3858 Developmental Services Ontario. Toronto Region
- 1-866-925-5454 Good2Talk. Post Secondary Student Helpline
- 1-855-277-6505 Panam/Parapan Am Games Info Line

85,768

8,671

ADVOCACY AND FOLLOW-UP CALLS

TOP 5 LANGUAGES OF CALLERS: ARABIC | BENGALI | CANTONESE | FRENCH | FARSI



## OUR TOP 5 COMMUNITY CONNECTIONS

PHONE	ONLINE
1. HEALTH	1. COMMUNITY PROGRAMS
2. GOVERNMENT/ECONOMIC SERVICES	2. HOUSING
3. INFORMATION SERVICES	3. EMPLOYMENT/TRAINING
4. INDIVIDUAL/FAMILY SERVICES	4. CHILD/FAMILY SERVICES
5. HOUSING	5. INCOME SUPPORT

"Your service is beautiful. It helps brighten someone's life. You always treat me with respect and kindness."  
— Caller

## CALLER STORY

### 211 OPENING DOORS TO BETTER HEALTH INITIATIVE FOLLOW UP AND ADVOCACY

Findhelp and its partners responded quickly to the Syrian refugee crisis of the last year. The 211 service has helped to resolve immediate needs and guide next steps for refugees fleeing the Syrian conflict, supporting a smoother transition for new families in Canada.

*A 211 counsellor received a call from a man who, although he still had his permanent resident (PR) card, had lost his supporting documents.*

A trained professional, he had arrived in Canada with his wife and 2 children two months earlier. The counsellor referred him to Immigration, Refugees and Citizenship Canada where he was able to apply for the documents he needed.

*Follow up and advocacy from the counsellor uncovered that the caller needed further information to support his settlement.*

He received information on child tax benefits, tax forms and a local income tax clinic, and was referred to Access Employment to look for immediate work as well as a to a bridging program for internationally trained professionals.

He has since applied for the child tax benefit and OHIP, has his supporting papers for permanent residency, and has begun his job search. He's well on his way to building a new life in Ontario.

*The caller described the 211 service as "fantastic".*

"Thank you. What a positive experience! I want every single one of you to know that I appreciate your service. Being on the other side of the fence these days has opened my eyes. I love what you do. Way to go!"  
— Caller