



2021—22

ANNUAL REPORT

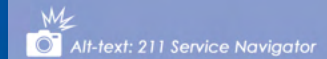
THE BIG THANKS!

As we reflect upon this past year, we are truly grateful to everyone who helped us amplify our impact while staying true to our vision — **People Connected. Communities Strengthened.**

People First and a belief that we can do more together has served as the inspiration for the many new and expanded partnerships. **Thank you to all of our partners** who worked with us to adapt to the changing pandemic landscape while simultaneously implementing new initiatives that focus on expanding services to communities who have been disproportionately impacted. The support and collaboration we have experienced continues to highlight how interconnected and foundational our work is.

At the heart and soul of our organization is an incredible group of staff, board members, students and volunteers. Each of you has remained committed and focused on ensuring that nobody gets left behind. Your agility, tenacity and leadership has made a world of difference in so many lives.

To our clients, you are the motivation that keeps us going. Your trust in our work and appreciation for what we do is truly inspirational.



IMPACT STORY



PEOPLE CONNECTED — 211 IN ACTION

Barriers come in many different forms. When people come up against challenges, 211 can be a lifeline, offering solutions to the most complex problems.

A senior called 211 looking for help. She needed food, but the situation was more complicated than it appeared to be at first. The elevator in her apartment building had been out of order for almost two weeks. Due to a supply chain shortage, the necessary parts to repair the elevator might take even longer to get to Newfoundland. The caller was running out of food and was unable to bring groceries up the stairs. The caller was seeking a food hamper that could possibly be delivered. She told the 211 Service Navigator: *"It's too hard for me to go up and down those stairs with a hamper."*

The Service Navigator asked several questions to make sure that she understood the entire situation, and had all the necessary information to make the right referral. She found an agency that was able to make deliveries to seniors who are unable to access essential items on their own. The Service Navigator followed up to ensure that support arrived and that no additional assistance was needed.

THE POWER OF PARTNERSHIP — DOING MORE TOGETHER

Grateful to be part of so many innovative partnerships, here are a few that stand out:

Anti-Black Racism & Reconciliation

- Through community advisors and engagement we have enhanced our accessibility and understanding. We committed to and have begun our journey to embed this work into the core of all that we do.

National Housing

- 211 national data partnership with Employment and Social Development Canada for their National Shelter Inventory List — a comprehensive list of emergency and transitional homeless shelters in Canada.

Toronto Community Crisis Support

- Connecting those in mental health crisis to information, referrals and mobile crisis response through community mental health partners - trauma informed, harm reduction focused, person-centered and community led pilot in collaboration with the City of Toronto.

Community Benefits

- In partnership with the Toronto Community Benefits Network, connecting equity deserving groups to jobs, mentors and apprenticeships in the Toronto construction sector, including navigation support (financial security, childcare, immigration, health) — through phone and online support.

Data Equity

- Capacity building pilot with the Toronto community social services sector using a standardized tool to collect socio-demographic data from service users across the sector; creating a community of practice for knowledge mobilization and the leveraging of data for good.

Health

- Support several Ontario Health Teams through the creation of online portals and working with partners to provide a comprehensive social, health and mental health services data set.

Findhelp Information Services — Annual Report 2021-22

The Big Thanks!

Thank you to our staff, volunteers, students, partners and funders for their dedication to putting people first.

211 CANADA

NEW REGIONS



Celebrating national access to 211 with Findhelp collaborating with United Way and many 211 national partners to bring 24/7 navigation support to Manitoba, New Brunswick, Newfoundland & Labrador and Prince Edward Island.

Launched new online platforms in New Brunswick and Newfoundland & Labrador.

SPECIALTY LINES

93,308 Specialty Line Contacts

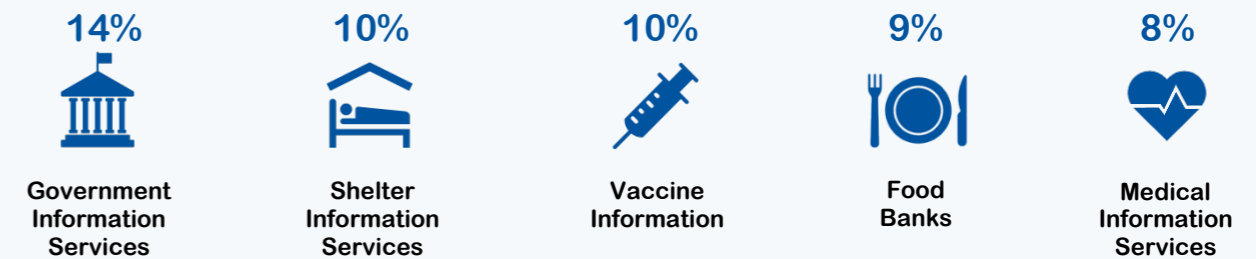
- Ministry of Attorney General — Independent Legal Advice for Sexual Assault Survivors
- Ministry of Children, Community and Social Services — Victim Support Line, Male Survivors of Sexual Abuse
- Ontario 211 Services — ReportON, Ontario Caregivers Helpline, Good2Talk
- Surrey Place — Children's Services, Development Services Ontario (Toronto Region)
- Toronto Community Benefits Network — Community Benefits Directory

REACH



211 SERVICE

NEEDS



* Needs are tracked using taxonomy (a categorization system that is standard for 211 Service Providers across North America), and are rolled up to categories.

COLLABORATION



TRENDS



* Trends are comprised using multiple data sets including caller needs and trends reported by Service Navigators, who answer 211 calls, texts, chats and emails. This data does not identify individuals.

IMPACT

