

## Our Renewal Journey

Findhelp | 211 connects people to support when and how they need it through 24/7 multilingual navigation, crisis response, specialty helplines, online searches, and a comprehensive database of human and social services.

Through strategic partnerships, collaboration, and innovation, we support direct service in six provinces and online service in three territories. Findhelp and our partners are committed to enhancing equity, improving service delivery, and achieving system impact in the communities that we serve.

In 2022/23, we scaled our digital operations, deepened partnerships, and expanded our business intelligence capabilities to support 211's impact in the Greater Toronto Area, Ontario and across Canada.

### GENEROUSLY SUPPORTED BY



20 Years of 211

20 years after collaborating to bring 211 to Canada, Findhelp has grown and flourished, expanding through specialty line services and partnering across North America. We have evolved our collective impact through an amplified commitment to equity, innovation and system building. Our vision, mission and core values have guided our strategic focus on continually improving services and systems, with a focus on removing barriers for the most vulnerable in our communities. By underpinning our partnerships in innovation, we have transformed our service, equity, and system impact.

We have renewed and recommitted to deepen our relationship with United Ways, to help build 211 as community infrastructure while leveraging our core competencies to create meaningful social change at a local, provincial, and national level.



## Our Impact

257K+ Phone, Text, Chat, E-Mail

200+ Partners

640K+ Unique Web Contacts

### Service

We have fundamentally enhanced our service impact through strong partnerships, agility, adaptability, and a commitment to improving access to those who face the most barriers.

#### Toronto Community Crisis Service (TCCS)

- Collaboration with the City of Toronto and anchor partners to create a true community-based front door into mental health
- Over 6,000 crisis calls diverted from police response to community-led support

#### Homelessness Prevention

- Federally funded national Reaching Home collaboration, piloting service innovation in 5 Canadian regions
- New approaches that enhance sharing of client information and improve coordination with the goal of building better outcomes for the most vulnerable

### Equity

We have renewed and deepened our commitment to equity work, ensuring that nobody is left behind.

#### Diversity, Equity, Inclusion & Truth and Reconciliation

- We began the aspirational journey of looking inwards, with openness and humility, to decolonize and elevate equity
- Through extensive engagement throughout the organization, with partners and funders, Reconciliation and DEI Frameworks were completed to help guide and inform next and future steps

#### Data Equity 2.0

- Furthered sociodemographic data collection to build a voice for the social service sector
- Engaged with an expanded network of 50+ committed partners on shared goals which resulted in collective developmental learnings and pathways toward capacity building

### System

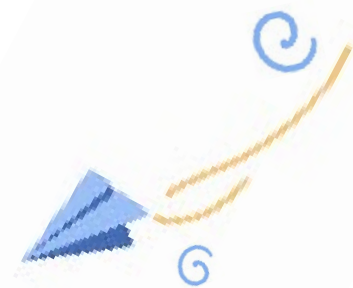
We are amplifying social and community connections and building system level change.

#### United Way Partnership

- With new and enhanced relationships with United Ways across Canada, the 211 – UW bond has never been stronger
- With shared goals and commitments, we are leveraging navigation, data, business intelligence, and new approaches to drive social change

#### New Brunswick Social Infrastructure

- 211 in New Brunswick is evolving as social infrastructure to better support individuals, families and communities
- We are very grateful for the unique partnership that has emerged between the Government of New Brunswick, United Ways, ESIC/SIES, Human Development Council and many others



## Specialty Lines

**38,123** Specialty Line Contacts

We are the Front Door into many speciality and partner supported services:

- Developmental and Children's Services (Surrey Place – Toronto)
- Good2Talk
- Independent Legal Advice for Survivors of Sexual Assault
- Ontario Caregiver Helpline
- ReportON
- Support Services for Male Survivors of Sexual Abuse
- Toronto Community Benefits Network
- Toronto Community Crisis Service
- Victim Support Line

Contact 211 for **free, confidential** information & referrals to the above and/or other community supports. Service is **available 24/7** in **200+ languages**.

## Community Impact



## National Emergency Response

In September 2022, Findhelp coordinated with partners in Nova Scotia, Prince Edward Island, Newfoundland and Labrador, New Brunswick, and the Ontario integrated system, to provide emergency response to the devastation of Hurricane Fiona.

This emergency demonstrated our commitment to **Partnership in Action**, with Findhelp and partner 211s highlighting their shared commitment to system level solutions. Through an immediate, solution-focused collaboration, many 211s worked together to ensure our network, and all our communities were supported.

We responded to **2,500+ calls** in the first three weeks of the emergency response, with calls transferred seamlessly between centres as part of our national 211 commitment to system evolution.

## Service Spotlight



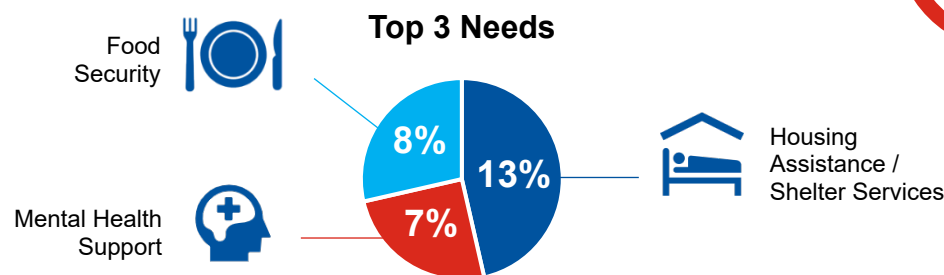
### Toronto Community Crisis Service (TCCS) – A Front Door into Mental Health Services in Toronto

The City of Toronto has reimagined its response to mental health crises, through community consultation and collaboration. It is shifting its focus to social determinants of health and proactive mental health support. Findhelp has partnered with the City, to offer an innovative service solution, rooted in community and driven by partnership.

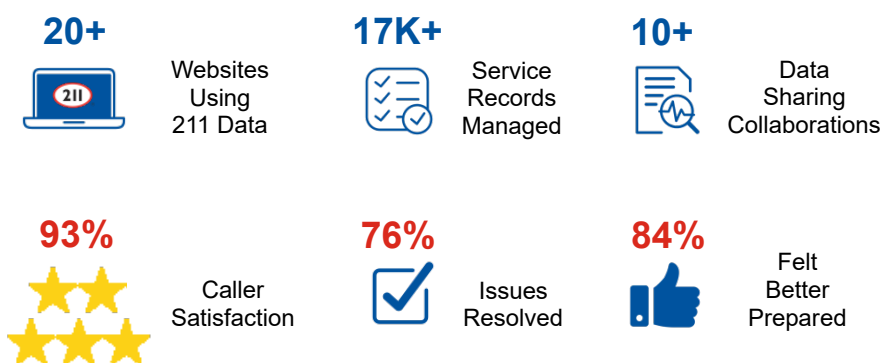
Findhelp acts as the community front door into mental health services, as Torontonians can call 211 when in need of crisis mental health support, for themselves, their families or other community members. By offering a range of services, from information, referrals and a direct line to the mobile crisis response teams, Service Navigators are making a systemic change, one caller at a time.

A woman called 211 and stated that she was feeling suicidal. The Service Navigator performed a risk assessment and provided de-escalation when imminent risk was determined to be low. *We were able to connect the caller to the TCCS mobile team which provided her with wrap around mental health supports, that would keep her safe.*

## 211 Services



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



## 211 Story

**211 is the foundation of our services. We provide 211 navigation services in Ontario, Manitoba, New Brunswick, Newfoundland and Labrador, Nova Scotia, and Prince Edward Island**

A woman called 211 to ask about assistance with her hydro bill. The Service Navigator provided empathy and active listening, which allowed them to learn more, identify underlying issues and recognize related concerns. The client was provided with resources for food security and connection to financial support programs.

Through careful probing and skilled brief assessments, we were able to connect the client to community services and programs that provide resources to meet short and long-term needs.

As a critical component of social infrastructure, 211 connects community members to the services essential for their well being. During times of crisis and confusion, our team minimizes the complexity of seeking help, building a social safety net and reducing barriers to wellbeing.