



TCCS group photo of Findhelp staff with City of Toronto partners at our Toronto office

Our mission to *create connections and solutions to build strong and equitable communities* has been amplified by our ongoing focus on diversity, equity, inclusivity, and accessibility, both internally and through our network of partners, regionally, provincially, and nationally.

People Connected. Communities Strengthened.

211 is a free, confidential, and 24/7 service offering multilingual navigation, crisis response, specialty helplines, online searches, and an extensive database of human and social services.



Our equity story: 2023-2024 has been a year of building on our equity commitments and evolving our work internally and through partnerships. We have embedded *elevating equity* as a core pillar in our new 2024-2026 strategic plan, alongside *navigating systems, illuminating trends, and advancing change*.

We want to acknowledge our staff, board members, and partners for your unwavering commitment to building a more equitable future, starting with our organizational practices and strategic priorities. We are grateful to be embedding equity into all facets of our organization and humbly acknowledge that the work is ongoing and requires ongoing learning. We also share appreciation for our staff's dedication to this learning journey, and for remaining open, passionate, and engaged in its evolution.

Together, we are creating a more equitable future for our communities, clients, families, and ourselves.

Organizational Equity Advancements

 Policy Review	 *New* Strategic Plan	 Recruitment Practices	 3 Committees
 Intentional Partnerships	 Staff Wellness	 Training Series	 Board Accessibility Audit



Jason Hatcher and Dan Clement of UWCC present the 2024 National Community Champion Award to Findhelp's Executive Director, Sue Wilkinson

Findhelp receives 2024 National Community Champion Award from United Way Centraide Canada (UWCC)

We are so grateful to have received the 2024 National Community Champion Award! This award is an incredible honour and recognition of our team's commitment to building the 211 system across Canada. The award acknowledged our "tireless efforts, unwavering dedication, and true commitment to excellence in supporting communities on local, regional, and national scales."

This award would not be possible without the countless contributions of our staff and partners. Special thanks to UWCC, United Way Greater Toronto, United Way Moncton Region and Community Navigation of Eastern Ontario for your nomination and collaboration!

Our Impact

277K+

Phone, Text, Chat, E-Mail

200+

Partners

1.4M+

Unique Web Contacts

Our Funders



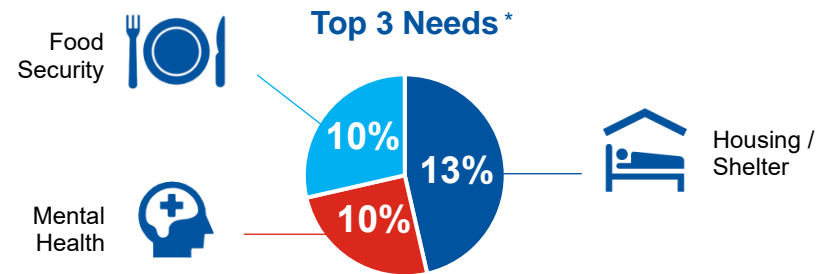
Specialty Lines

54,606 Specialty Line Contacts

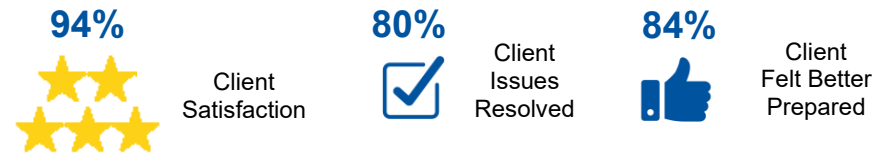
We are a Front Door into many specialty and partner supported services:

- Developmental and Children's Services (Surrey Place – Toronto)
- Developmental Services Ontario
- 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

211



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



Community Impact



Our Impact

Helping People Reach Home

Having a home should not be a luxury. It is a human right.

Across Canada, the national housing crisis continues, and housing challenges are the main reason for contacting 211 for assistance.

We help people find shelter support and address other basic needs, both short and long term. Through assessment, problem solving, referrals, follow-ups and advocacy supports, our Service Navigators work diligently to help all their unhoused and precariously housed clients reach home.

A caller experiencing homelessness contacted 211 in Newfoundland and Labrador. The Service Navigator empathized with the caller's situation before asking a few probing questions to learn about the steps the caller had already taken.

After exploring the options, the Service Navigator provided the caller with a referral to a non-profit agency that helps people find housing in their region. The Navigator also connected the caller to the Reaching Home Project, a national 211 partnership led by United Way Centraide Canada, that could assist them to access the Newfoundland and Labrador housing system.

Through partnership and navigation, 211 connects people to the services they need.

Our Partnerships

Amplifying Impact - Together

While the challenges of the pandemic amplified the existing inequities within our communities, we have continued to work tirelessly alongside our partners and the non-profit sector to maintain the momentum and commitment to a more equitable world. We are truly grateful to our 200+ partners across North America who inspire us to always do better, continually learn, and find innovative ways to strengthen our impact, with the shared goal of leaving no one behind. We truly can do more together than apart.



Our Communities

211 & Toronto Community Crisis Service Responding to Complex Needs and Populations

Having recognized the need for more equitable mental health assistance in the community, the Toronto Community Crisis Service (TCCS) was launched as a pilot in 2022 and is expanding city-wide in 2024 after demonstrating the incredible impact on those supported.

A caller contacted 211 on behalf of a woman they had just met in a mall, stating that the woman spoke Spanish and seemed to be in mental health distress. The caller stated that the woman had told her she fled an abuser in Latin America, had nowhere to go, and was seeking shelter. Due to the lack of shelter spaces, she was spiraling into mental health distress, and needed to speak to someone right away.

Through the interaction, a Service Navigator was able to dispatch to the TCCS. In addition to her need for mental health support, the woman also needed a safe place to stay. With the woman's permission, the Navigator advocated on her behalf with several agencies to secure shelter. The Service Navigator followed-up with her to ensure they were able to access the many different services that they needed.

Quality of service, empathy and compassionate care are our values that ensure everyone can receive the best support when they need it most.

