Findhelp

THINKING IN SYSTEMS

Deepening Impact

Findhelp connects people to support when and how they need it most.
We provide 24/7 multilingual systems navigation and community intelligence that help improve individual outcomes and inform system planning.

ANNUAL REPORT 2025-26

Canada | Toronto | United Way Centraide | York Region | Region of Peel working with you | 211 Ontario | Ontario

IMPACT & INSIGHTS

Since the pandemic, contact times have risen by more than 50% as people face increasingly complex and interconnected challenges. At a time when community services are stretched and waitlists continue to grow, our navigators provide trusted guidance, advocacy, and personalized support.

Findhelp remains a critical bridge to services, connecting people to help while providing the insights needed to strengthen communities and systems.

279K+ Contacts

by Phone, Text, Chat, and Email

90+% Client Satisfaction

82% of Clients Felt Better Prepared

1M+ Unique Web Contacts

1.4M+ Web Sessions

200+ Partners

30+ Sites Using 211 Data

37K+ E-Blast Recipients

60+ Data Requests Completed

52 Data Snapshots

30K+ Service Records Managed

35K+ Specialty Line Contacts

75K+ Social Media Impressions

30+ Data Sharing Collaborations

24K+ Outreach Connections & Promotional Materials

211 Top 3 Community Needs

17%	Housing / Shelter
9%	Mental Health
8%	Food Security

Ontario Specialty Lines

Good2Talk; Ontario Caregiver Helpline; ReportON; Support Services for Male Survivors of Sexual Abuse; Surrey Place – Developmental Services Ontario; Surrey Place – Children's Services; Toronto Community Benefits Network; Toronto Community Crisis Service; Victim Support Line

THINKING IN SYSTEMS

Thinking in Systems, Deepening Impact is the lens through which we approach all our work. 2025-26 demonstrated the power of thinking and working in systems. System impact requires a shared purpose, commitment to equity, trust and the collaboration of many people, across teams, organizations, communities, geographies, and sectors. It necessitates a commitment to learning, listening and collaborating in new ways. The promise is greater resilience and system transformation, essential in the complex world we help people navigate, resulting in better outcomes for all.

Partnership as System Building

Findhelp advanced equity-driven, cross-sector partnerships with United Ways, government, and community organizations that reflect a shared commitment to social change:

- 211 national partners evolved shared messaging, enhanced awareness and access, with a new national **211.ca** built and supported by Findhelp.
- **Ontario Provincial Crisis Lines Collaborative** built shared commitments and a framework that will transform how gender-based violence crisis lines work together and will strengthen collective impact.
- 211 New Brunswick became a front door into gender-based violence support, deepening access in partnership with the provincial government, United Way, and community organizations.
- Canadian Hearing Services helped us strengthen our tools and training to better serve Deaf, deafblind, and hard of hearing communities.
- This past year, **Data for Change** empowered community organizations across the GTA with training, resources, and a collaborative community of practice to strengthen equitable and effective social identity data collection.

Enabled by Innovation

Innovation has always been at the heart of how Findhelp evolves, adapts, and deepens its impact. People have been at the centre of every decision. Human connection and human-centred design remain essential, especially as the individuals and communities that we support face growing complexity and unmet need.

Grounded in research, and a commitment to ethical use in crisis and community services, we explored AI usages to expand capacity, and create more timely, personalized responses. From conversational search and training simulators, to quality assurance systems and advanced data analytics, these innovations are enabling impact, while protecting the trusted relationship-based support that is so critical to people and community.

Grounded in People

Thinking in Systems, Deepening Impact is rooted in people. Our greatest thanks to our people, partners, and supporters. Everything we do is grounded by this incredible network. People are the foundation of what we do, how we do it and how we make a difference.

Great Place To Work. Certified OCT 2025-OCT 2026 CANADA

DEEPENING IMPACT

Seeing Beyond the Immediate Need

Sometimes the most important needs are the ones that aren't mentioned. A New Brunswick resident called 211 about help with electricity bills and rent after a government benefit ended. As the Service Navigator shared options, the caller disclosed a barrier that changed the conversation: because of a disability, they could not write information down and had no email address.

Rather than leave the caller to make those connections alone, the Navigator reached out to organizations on their behalf by phone and email. The conversation also surfaced another need: the caller required a wheelchair but could not afford one. The Navigator connected them with Full Bellys and Easter Seals NB. The very next day, Full Bellys confirmed they had reached the caller and dropped off a wheelchair, free of charge.

Connecting the Pieces, Creating a Path Forward

Two years after arriving in Canada with hope for a better life, a Toronto resident still felt like she was standing on shifting ground. As a refugee claimant, she was living with uncertainty about her immigration status, getting by on odd jobs, and sharing an apartment that never felt secure. Her counselling sessions had ended, and her anxiety and depression were growing. Overwhelmed and increasingly hopeless, she called 211.

The Service Navigator listened, validated the caller's feelings, and recognized how closely her challenges were connected. Together, they built one action plan to address them all: crisis support through the Gerstein Crisis Centre, ongoing care through the FCJ Refugee Centre and the Canadian Centre for Refugee and Immigrant Health Care, income and employment support through Ontario Works, and housing help through the Housing Help Centre. She ended the call with a plan and an open invitation to call 211 anytime.

211 Regions Supported by Findhelp

Navigation, Data, and/or Digital Support

- Greater Toronto Area
- Ontario
- New Brunswick
- Manitoba
- Nova Scotia
- Saskatchewan
- Newfoundland and Labrador
- Prince Edward Island

* Regions are listed in order of contact volume