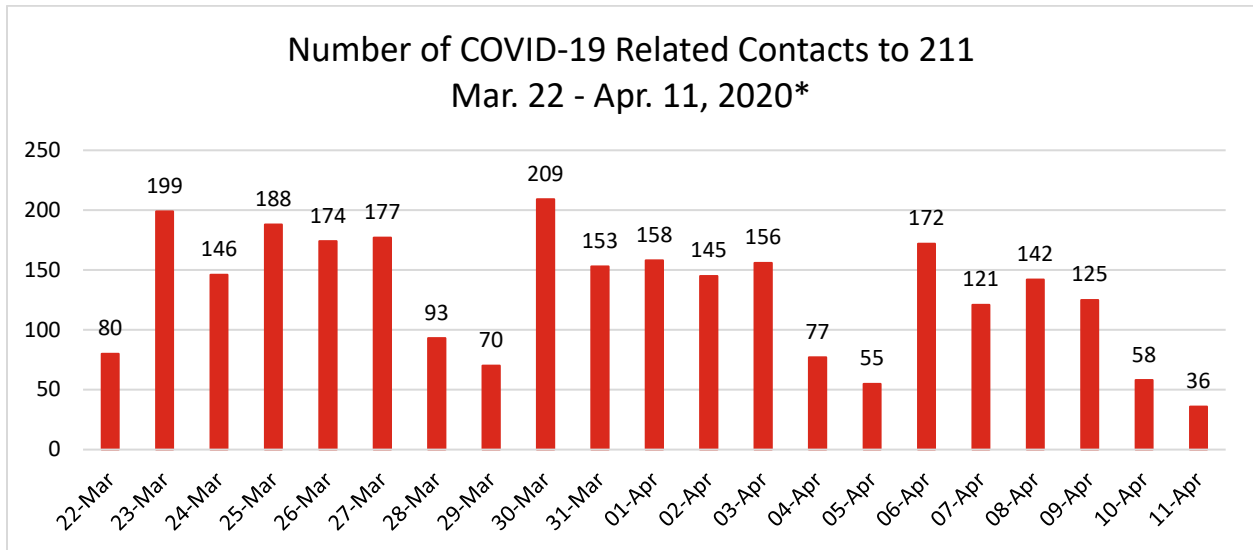
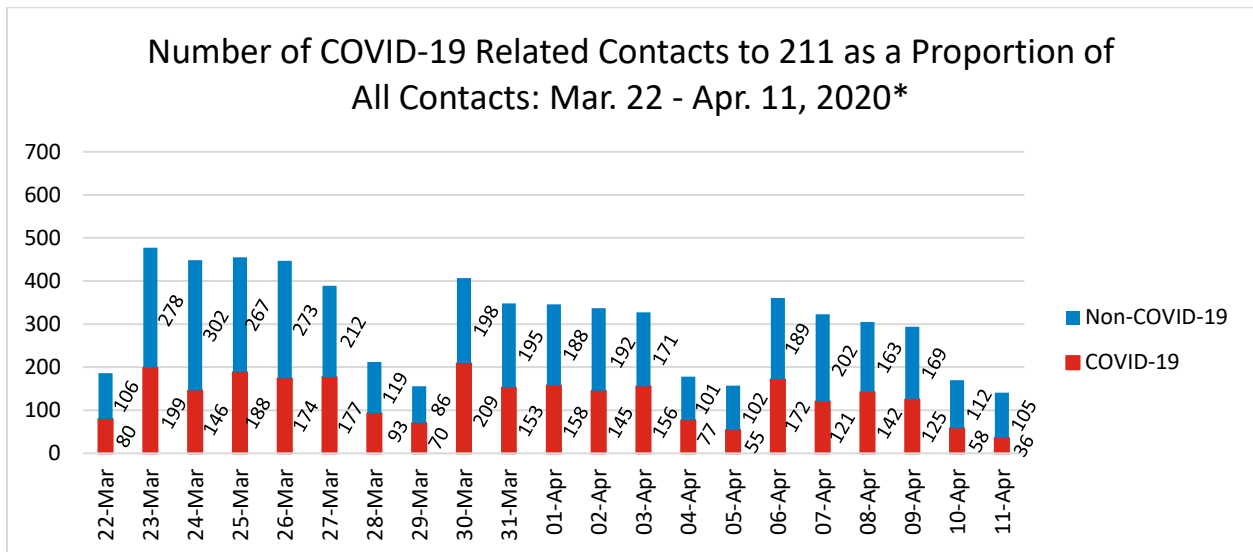


## 211 Alberta - COVID-19 Report 4

April 5 - 11, 2020

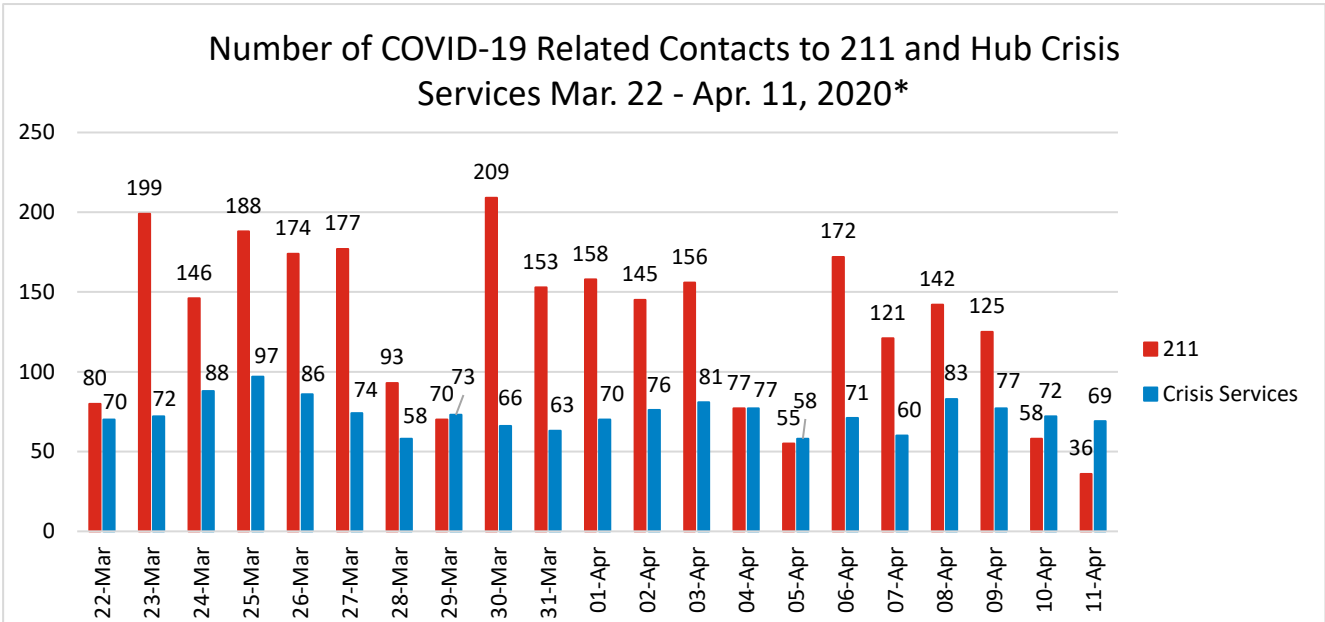


- 211 began formally tracking COVID-19 related contacts the week of March 8<sup>th</sup>, 2020. Email inquiries have now been included in these totals.

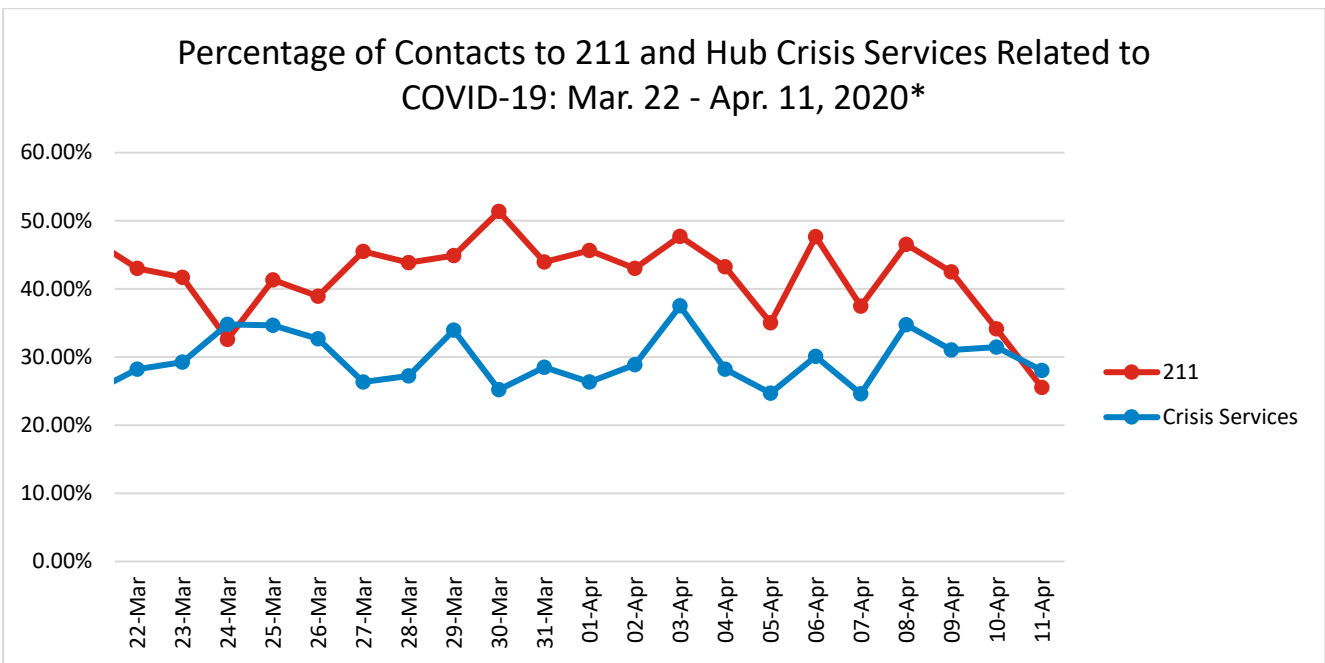


- COVID-19 related contacts decreased with overall volumes on weekends.

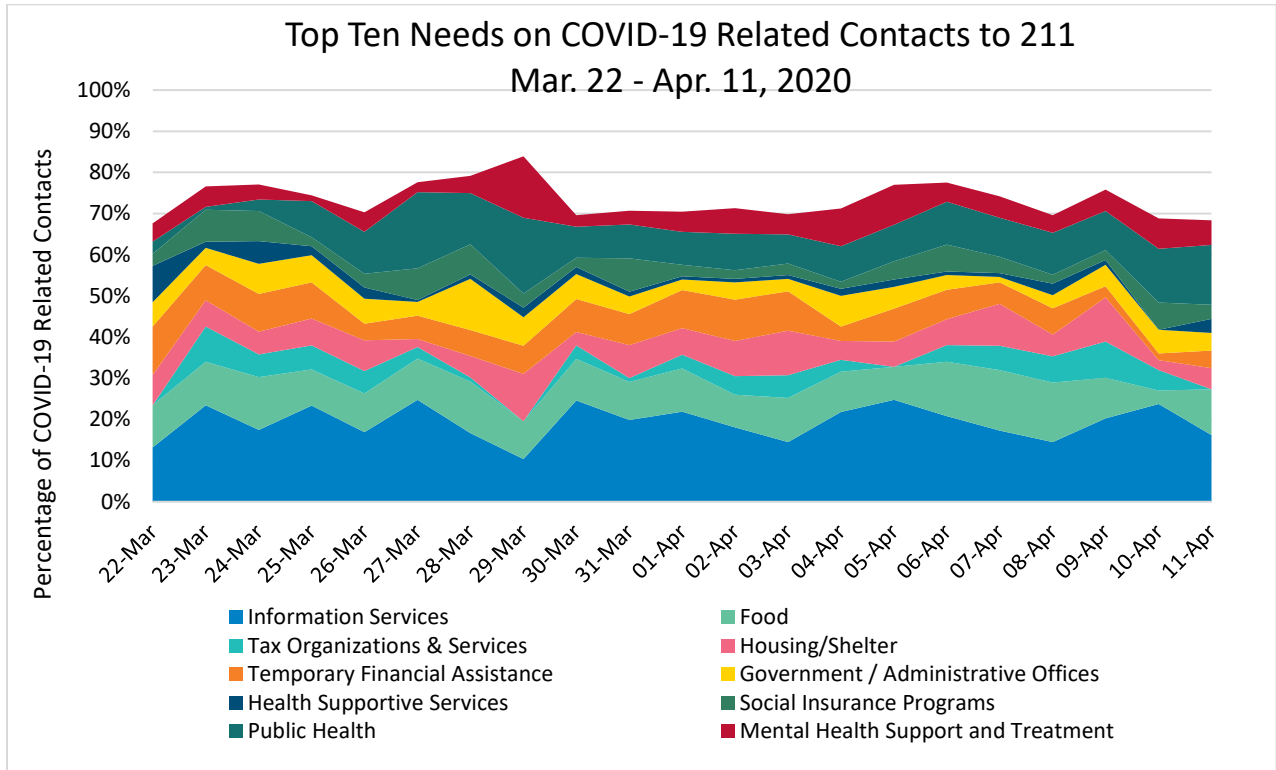
\* Numbers above reflect the past 3 weeks of data. A complete chart is included at the end of the report in Appendix A.



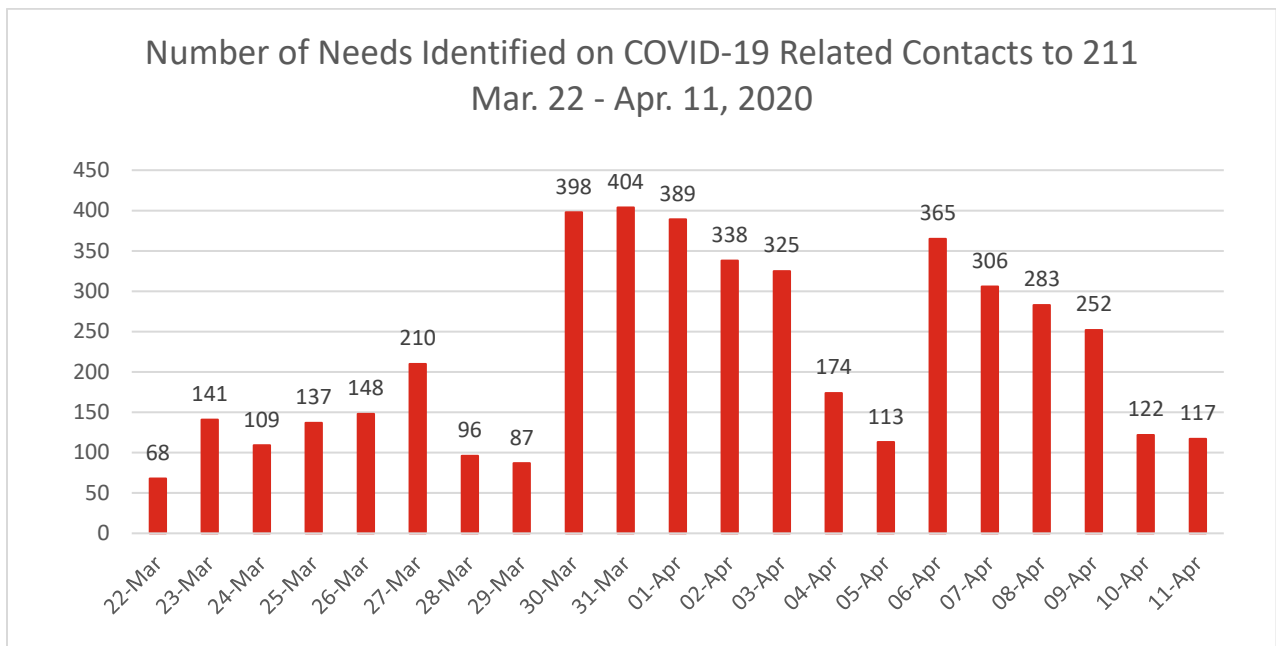
- The crisis services at 211’s hub partners, Canadian Mental Health Association - Edmonton Region and Distress Centre Calgary, first began receiving contacts related to COVID-19 in late January.

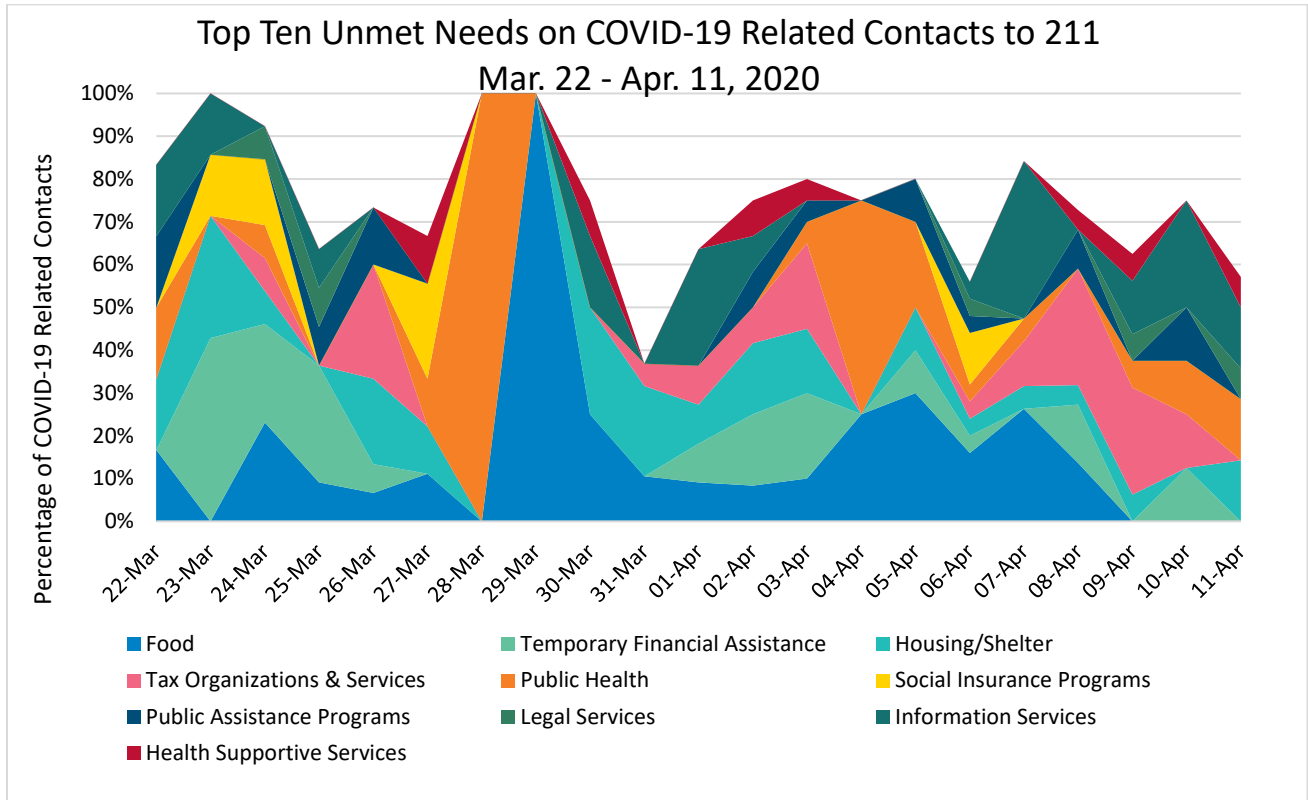


\* Numbers above reflect the past 3 weeks of data. A complete chart is included at the end of the report in Appendix A.

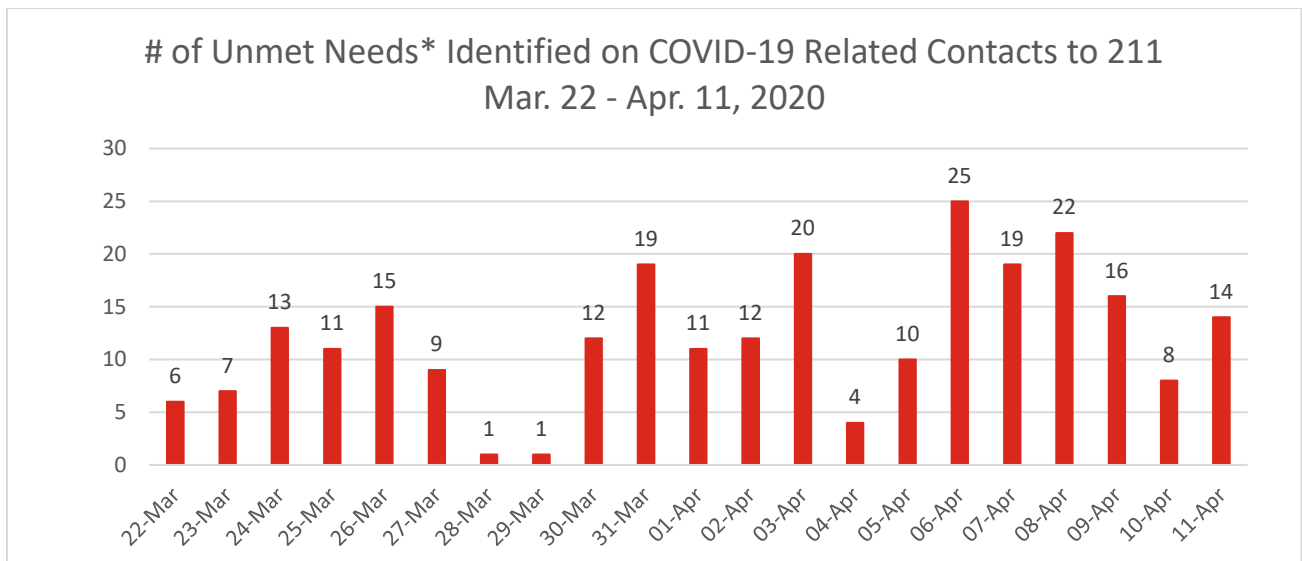


- Top three needs: Information Services, Food and Public Health.

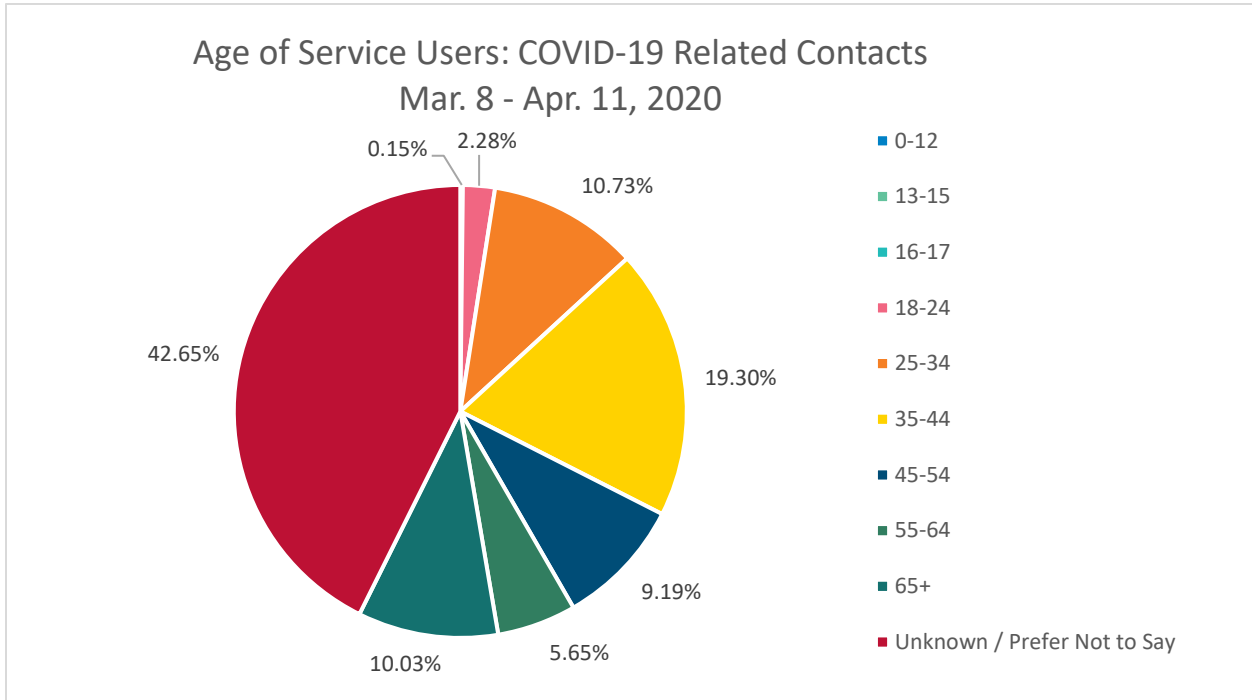




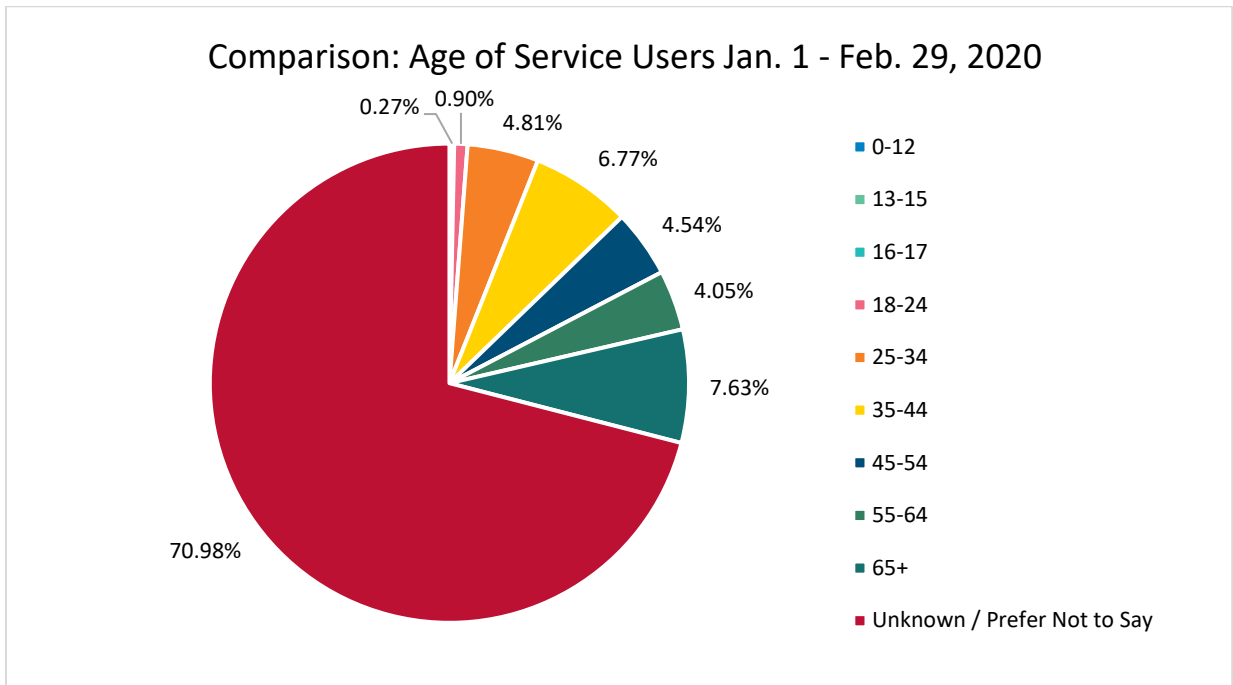
• Top three unmet needs: Food, Housing/Shelter, Tax Organizations & Services.

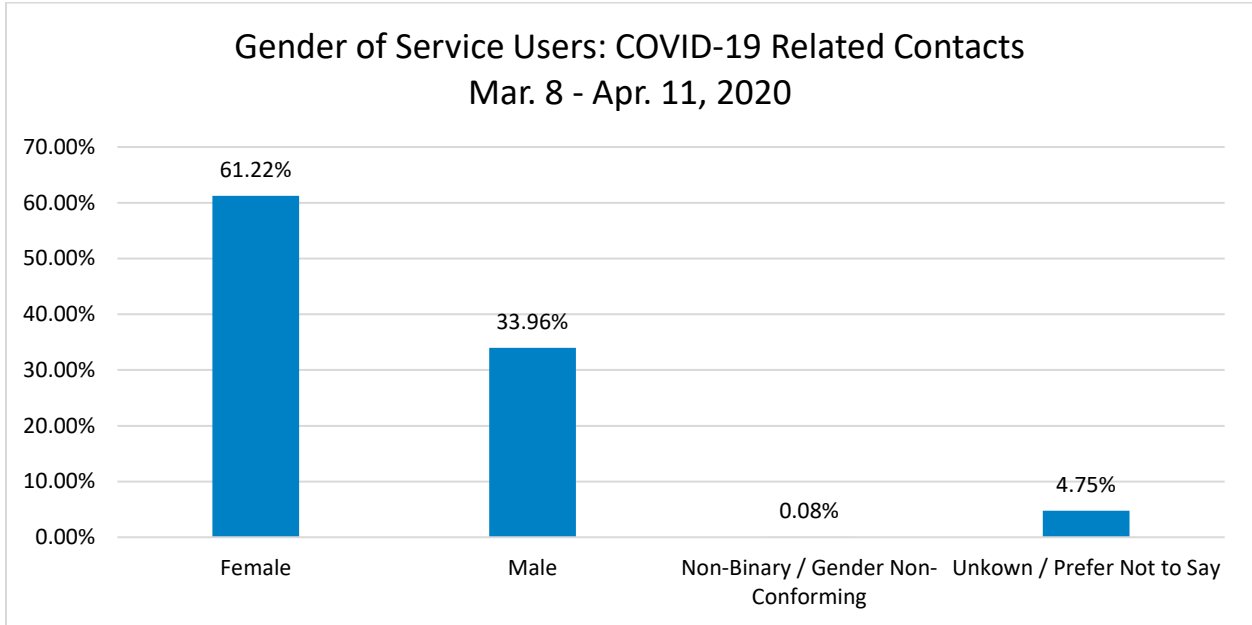


\* When someone contacts 211 and there is no appropriate resource to connect that person with, that is logged as an "unmet need." For example, there may be no program found to meet that person's need, an existing program may be temporarily unavailable, the waiting list may be full, or the individual may not be able to afford an available service.

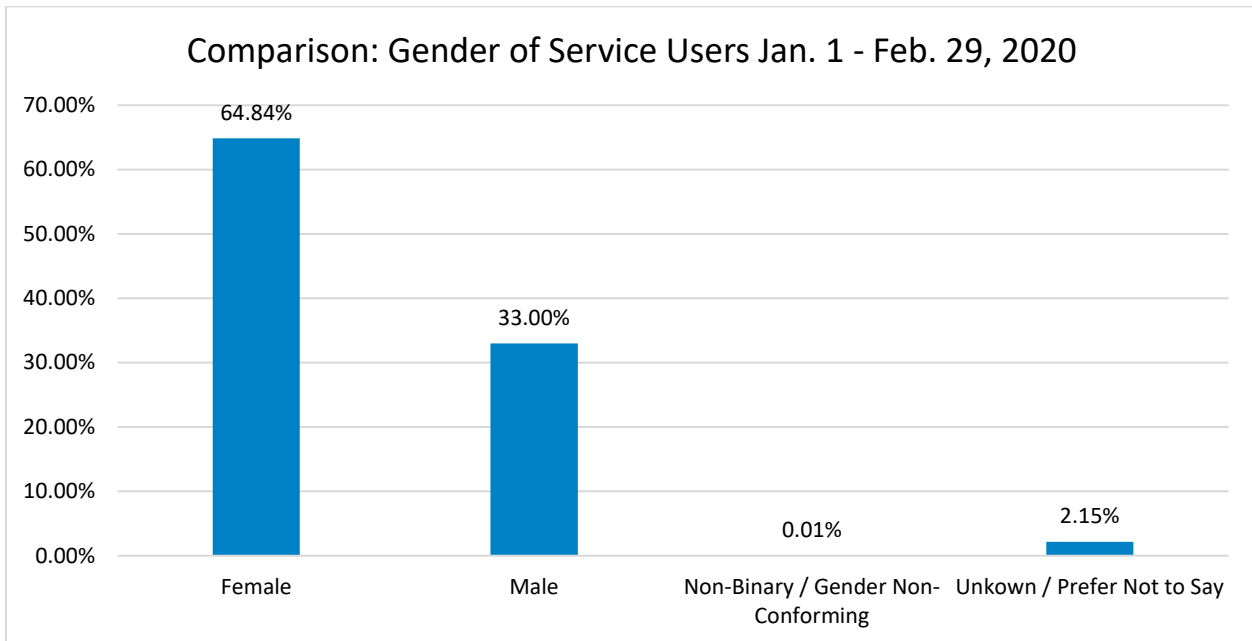


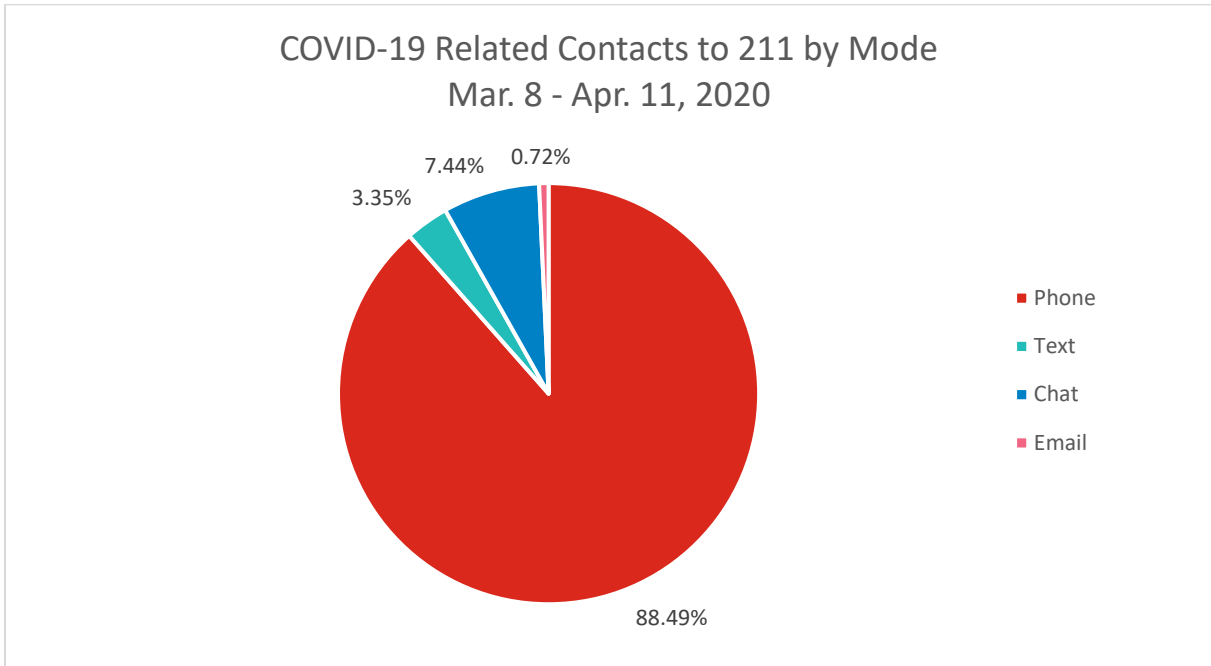
- The service user’s age is self-reported in chat contacts. In phone and text contacts the age is often estimated by staff based on the information provided by service user during the interaction.



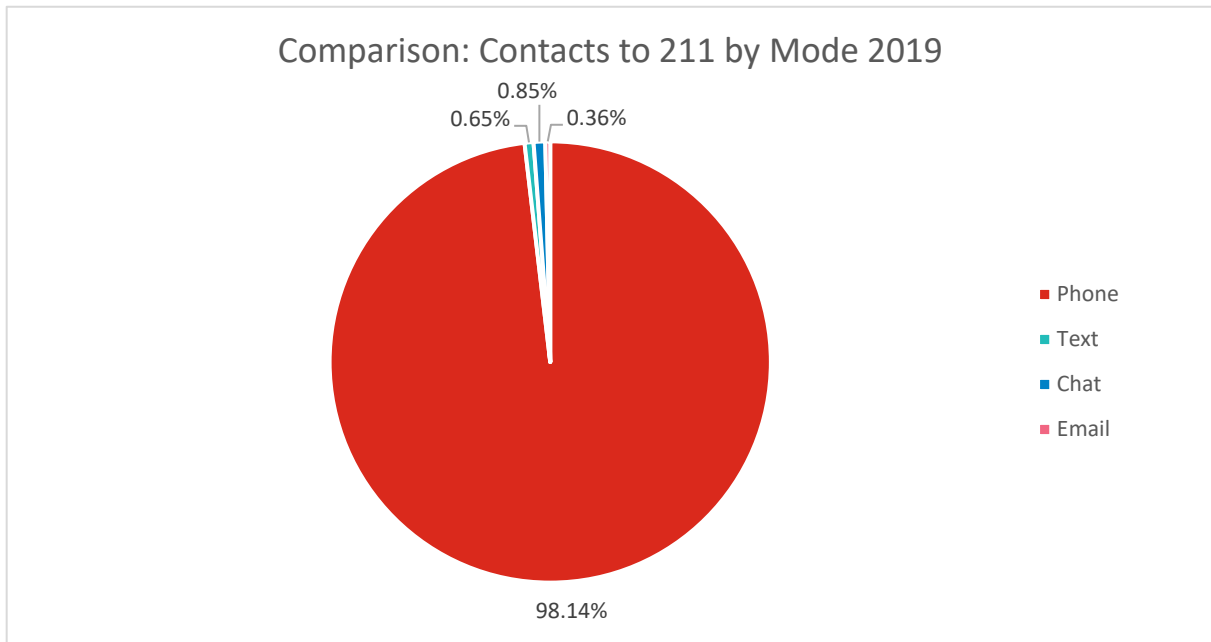


- The service user’s gender is self-reported in chat, and often unknown in e-mail contacts. In phone and text contacts gender is selected based on the information provided by the service user.

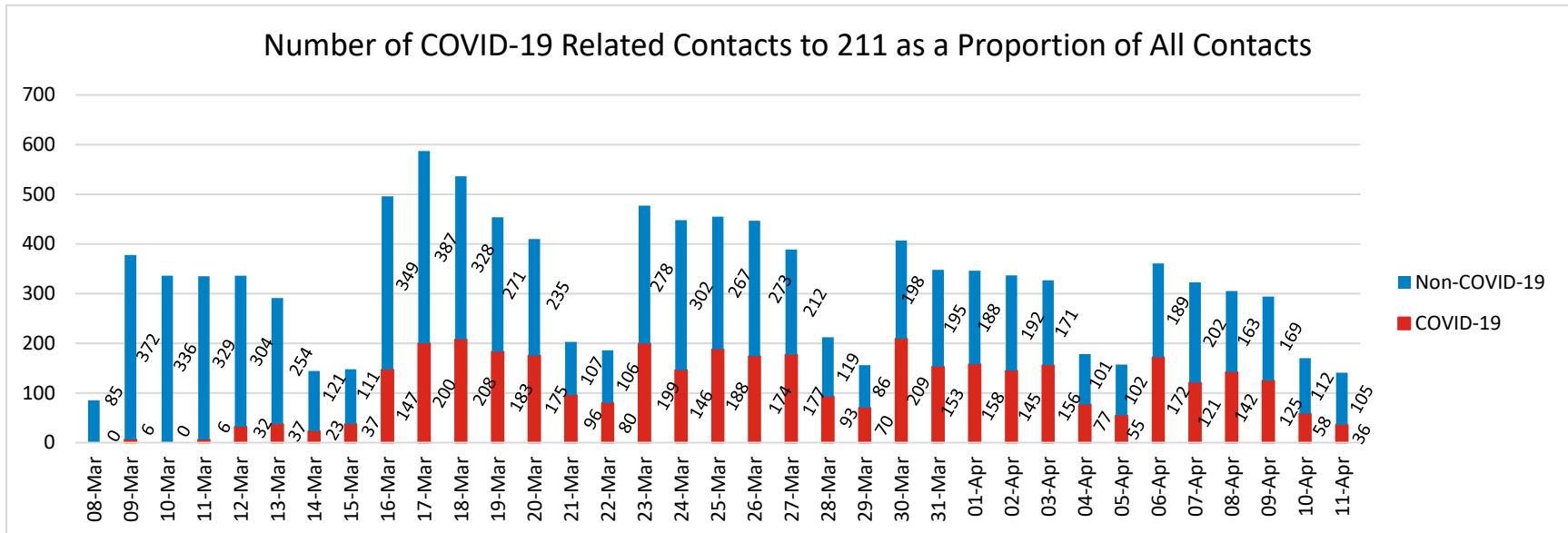
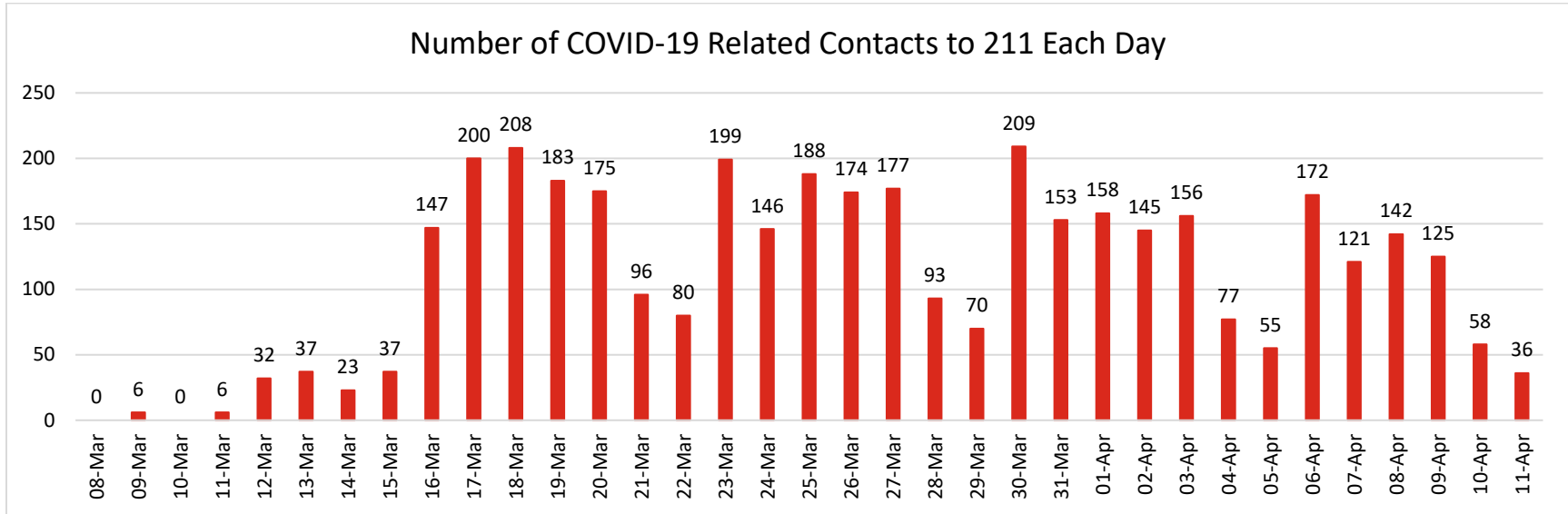




- Chat and text hours were expanded from 8am-8pm to 24/7 in February 2020.
- Text service was soft-launched in June 2019.

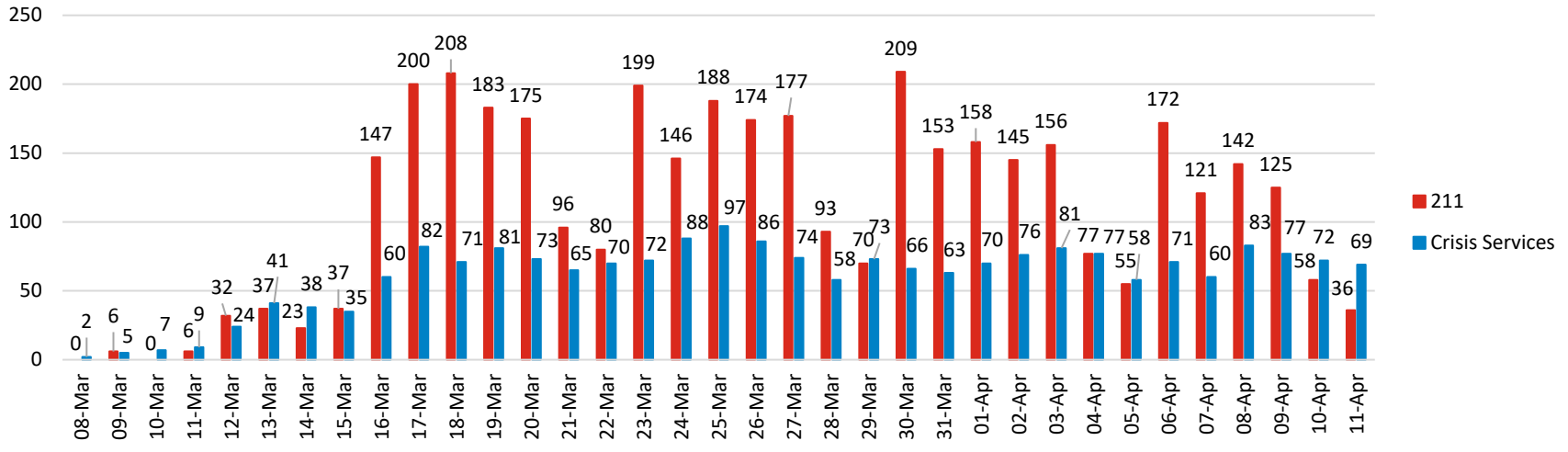


Appendix A: Mar. 8 – Apr. 11, 2020





### Number of COVID-19 Related Contacts to 211 and Hub Crisis Services Each Day



### Percentage of Contacts to 211 and Hub Crisis Services Related to COVID-19 Each Day

