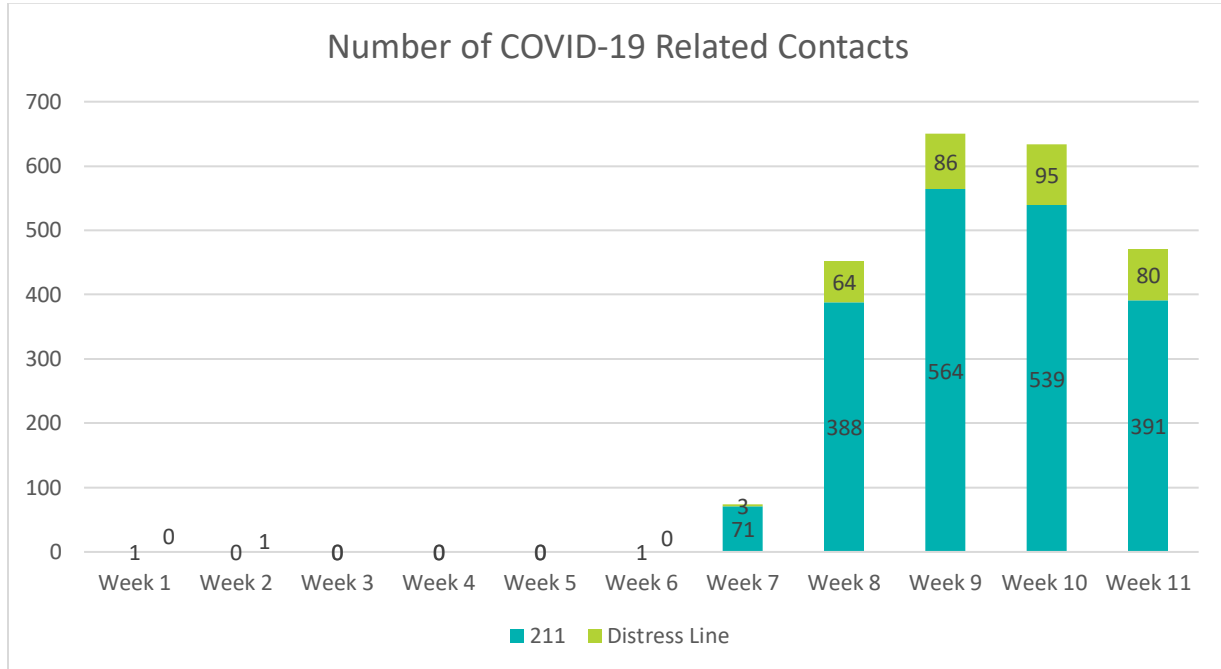
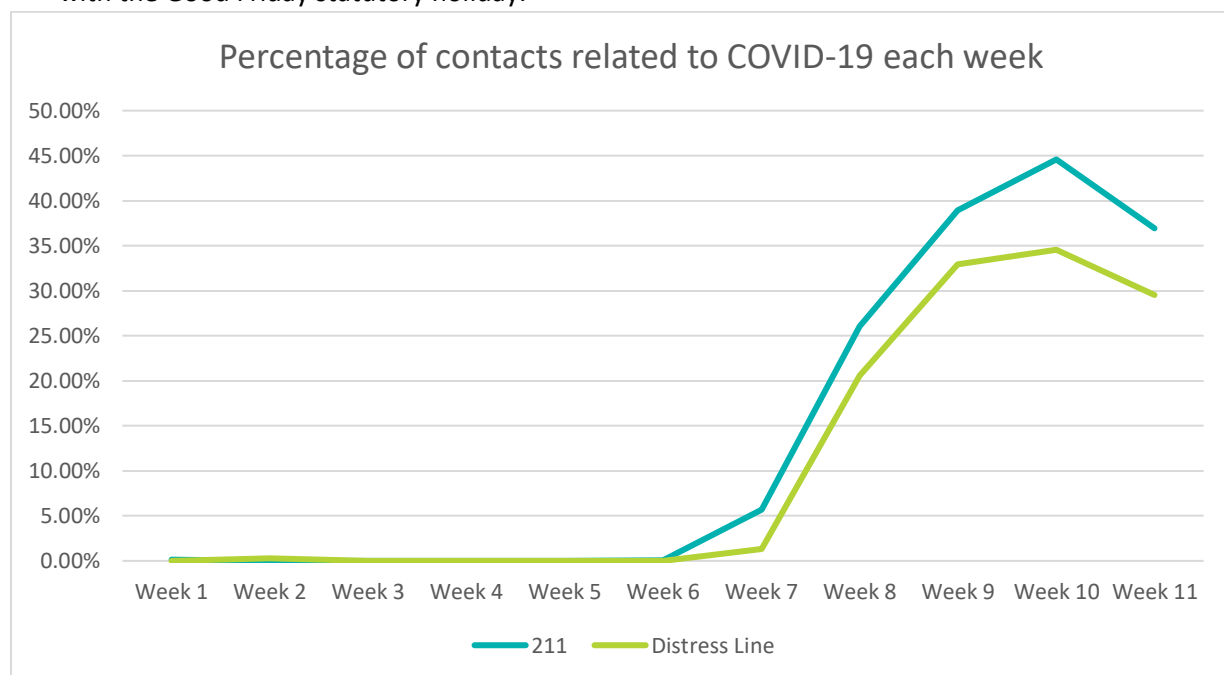


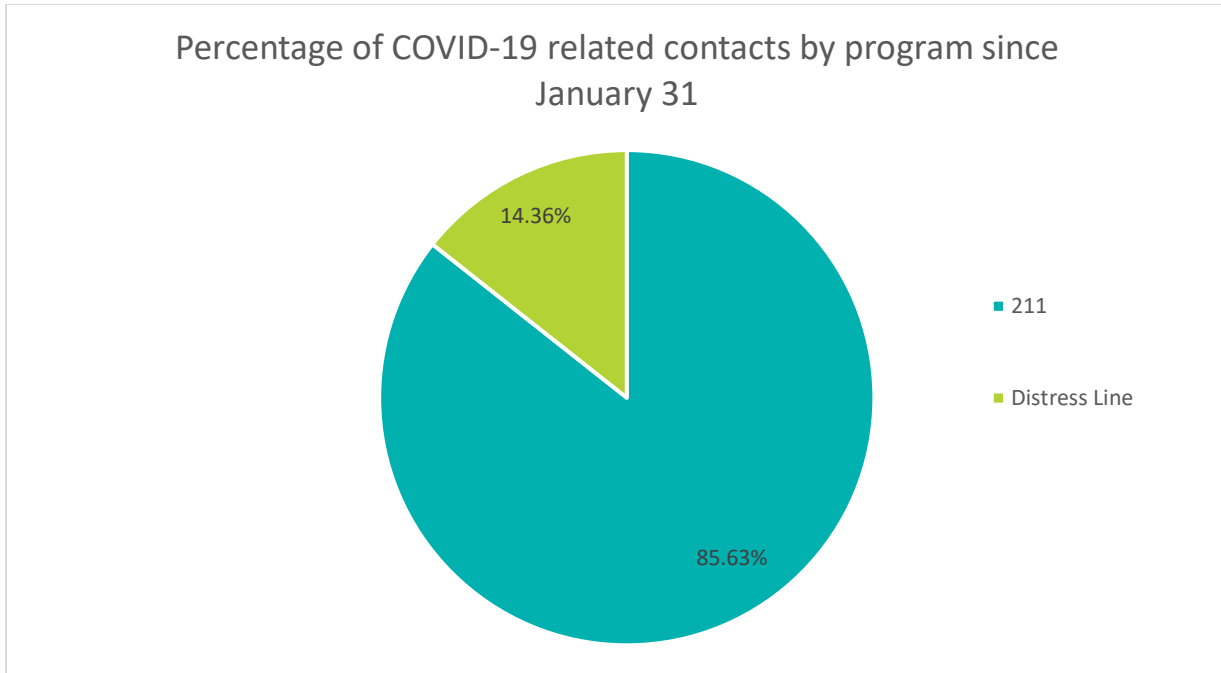
## COVID-19 Report

Week 11: April 5, 2020 - April 11, 2020

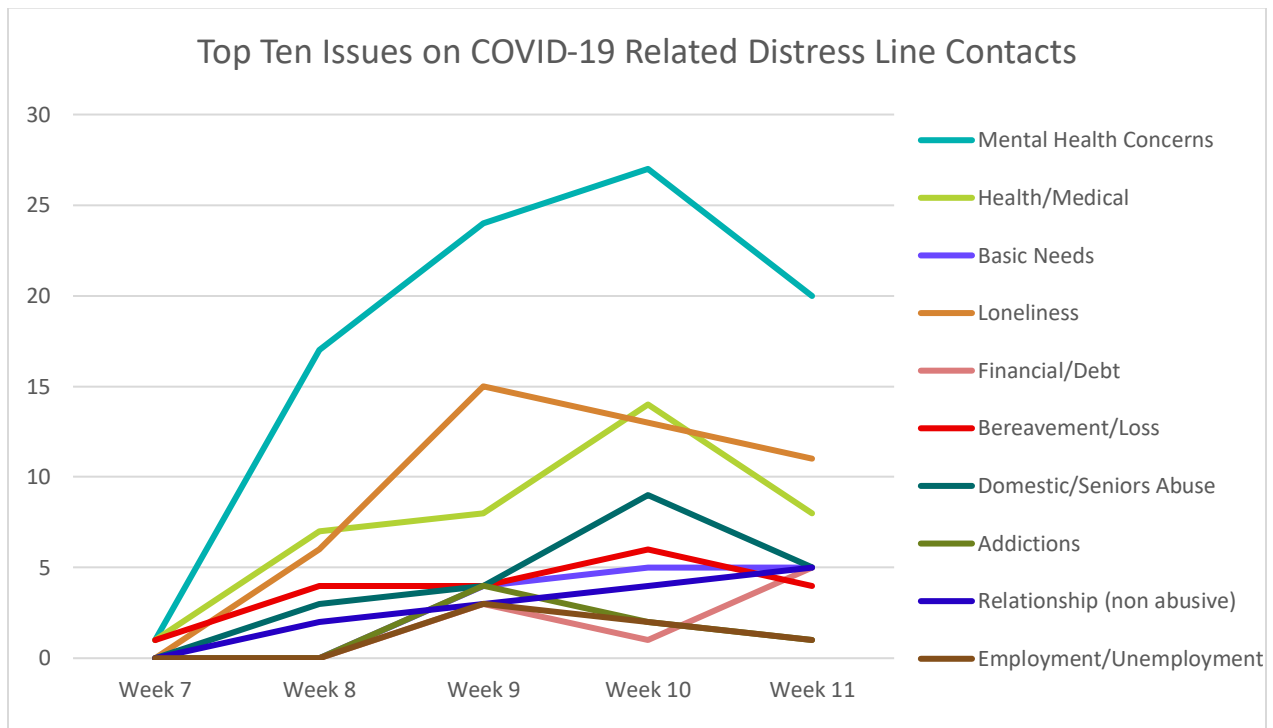


- Our first contact related to COVID-19 was on 211 January 31. First COVID-19 related contact on the Distress Line was February 2.
- Week over week 211 continues to see a higher number of COVID-19 related contacts both in number and percentage.
- We saw a decrease this week in COVID-19 related contacts, we suspect this is due to decrease in calls overall with the Good Friday statutory holiday.



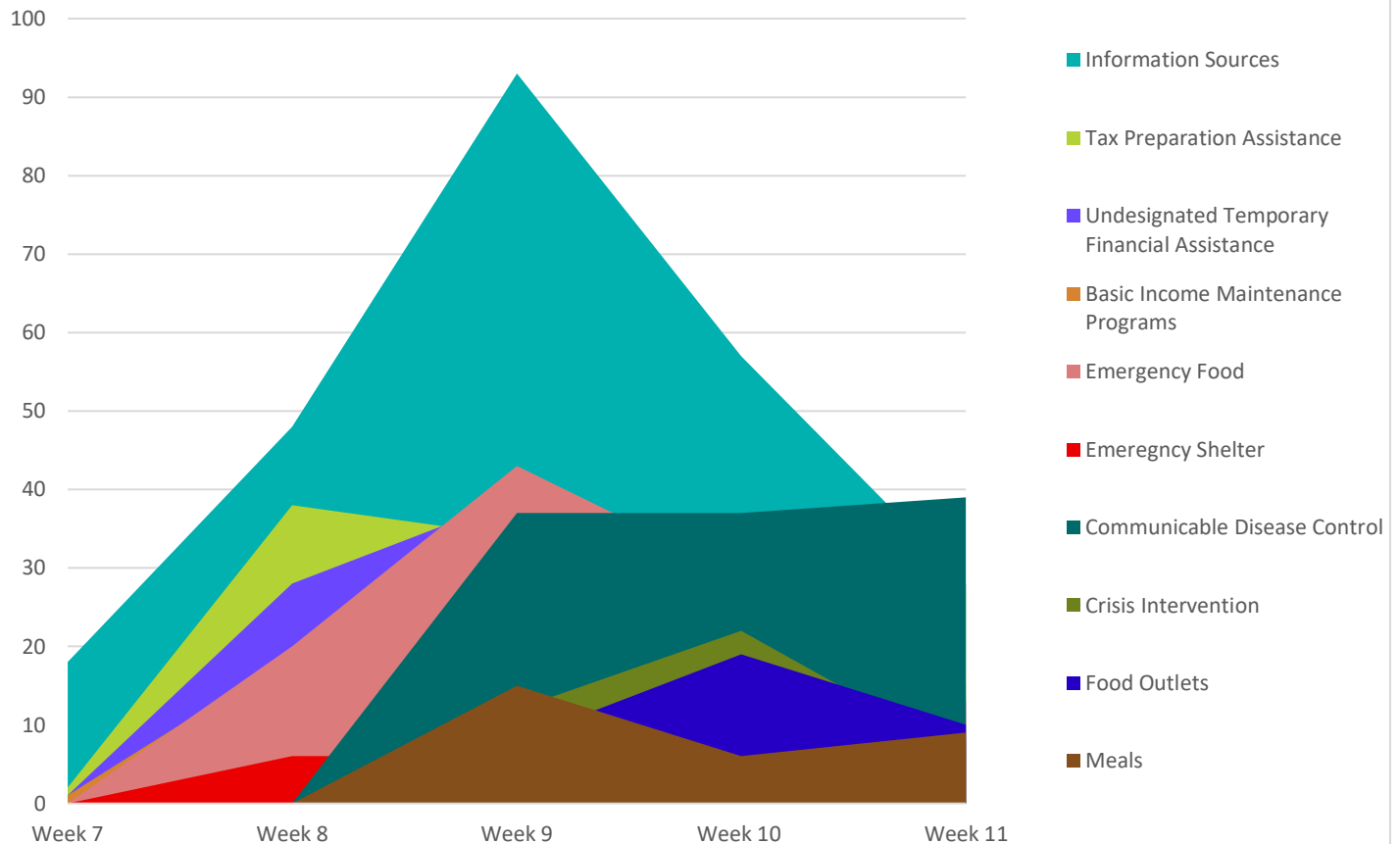


- Our first COVID-19 related contact was on January 31, 2020 on 211.



- Of note this week was a spike in Finance/Debt as a main issue

Top Met Needs on COVID-19 Related 211 Contacts

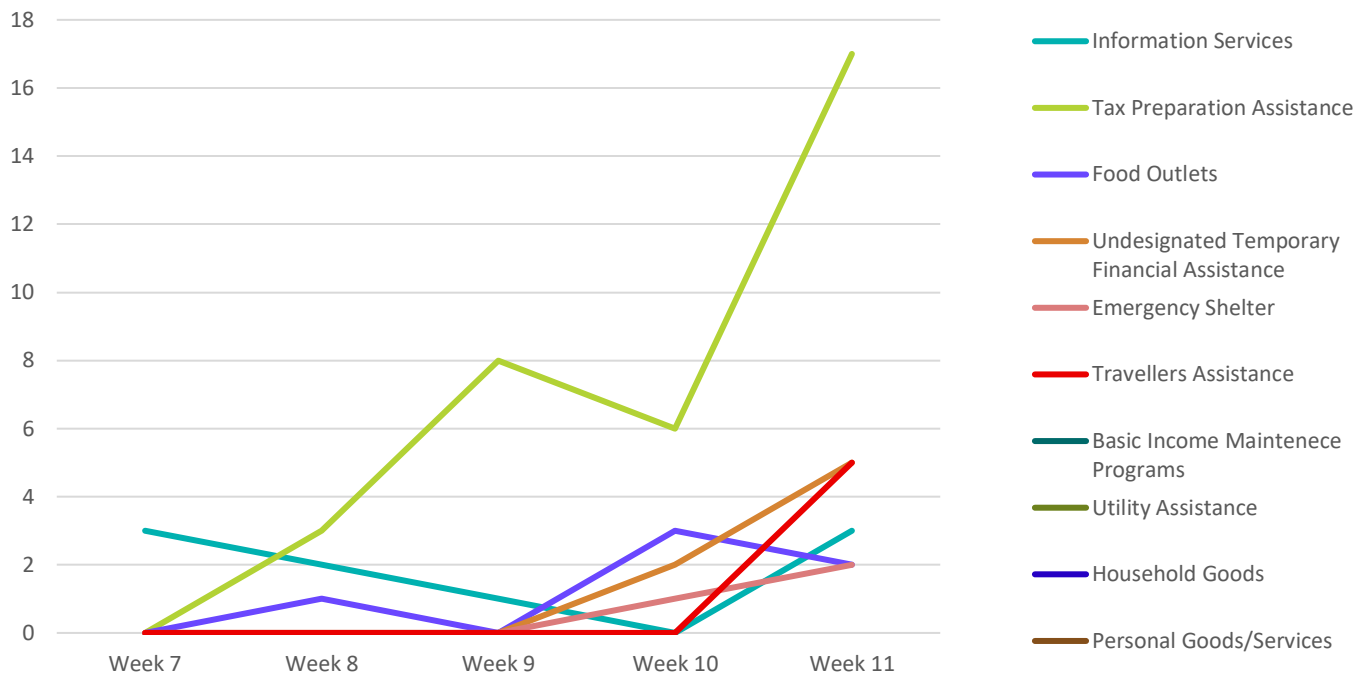


- Met needs are needs identified to 211 or by 211 for a service user that are met in some way by 211 either through information provided or a specific referral given.

Need	Definition
Basic Income Maintenance Programs	Programs that provide cash income on a regular basis, and in some cases, social services to provide for the basic material needs of income-eligible individuals and families. <b>Includes:</b> Guaranteed Income Supplement, Old Age Security Program, Provincial Social Assistance Programs
Communicable Disease Control	Programs that protect the public health through comprehensive efforts to track the incidence and distribution of the disease in the population. <b>Includes:</b> COVID-19 Control
Crisis Intervention	Programs that provide immediate assistance for people who are in acute emotional distress. The objective is to defuse the critical nature of the situation, ensure the persons safety, and return the individual to a state of equilibrium in which they are capable of identifying and seeking solutions to the problem. <b>Includes:</b> Crisis Intervention Hotlines/Helplines, In Person Crisis Intervention

Emergency Food	<p>Programs that provide a limited amount of food for individuals or families during times of personal crisis, or for people who have no food or cannot afford to purchase food at retail costs.</p> <p><b>Includes:</b> Food Banks , Specialty Food Providers</p>
Emergency Shelter	<p>Programs that provide a temporary place to stay for newcomers, travelers, people who are in crisis, or homeless individuals in the community.</p> <p><b>Includes:</b> Crisis Shelter, Homeless Drop In Centres, Homeless Shelter</p>
Food Outlets	<p>Programs that supply consumers with food and other supermarket products, in many cases lower than retail.</p> <p><b>Includes:</b> Food Cooperatives, Food Ordering/Delivery</p>
Information Sources	<p>Programs that provide information about a particular topic or service that interested individuals can access on a website or in person, or by telephone, email, chat text or other communication channel such as video relay service.</p> <p><b>Includes:</b> Government Information Services, Medical Information Services</p>
Meals	<p>Programs that provide supplementary nutrition (which may include hot meals, snacks or milk) typically for homeless people, individuals with low or fixed incomes, older adults, children from low-income families and/or people with disabilities.</p> <p><b>Includes:</b> Community Meals, Congregate Meals, Homeless Meals</p>
Tax Preparation Assistance	<p>Programs that provide tax preparation services for people who meet an income and/or eligibility criteria.</p>
Undesignated Temporary Financial Assistance	<p>Programs that provide cash, vouchers or other forms of monetary aid for people in need of assistance and evaluate the individual's or family's need for the money on a case-by-case basis rather than having pre-established policies regarding the types of needs the dollars can be used to cover.</p>

### Unmet Needs on COVID-19 Related Contacts to 211

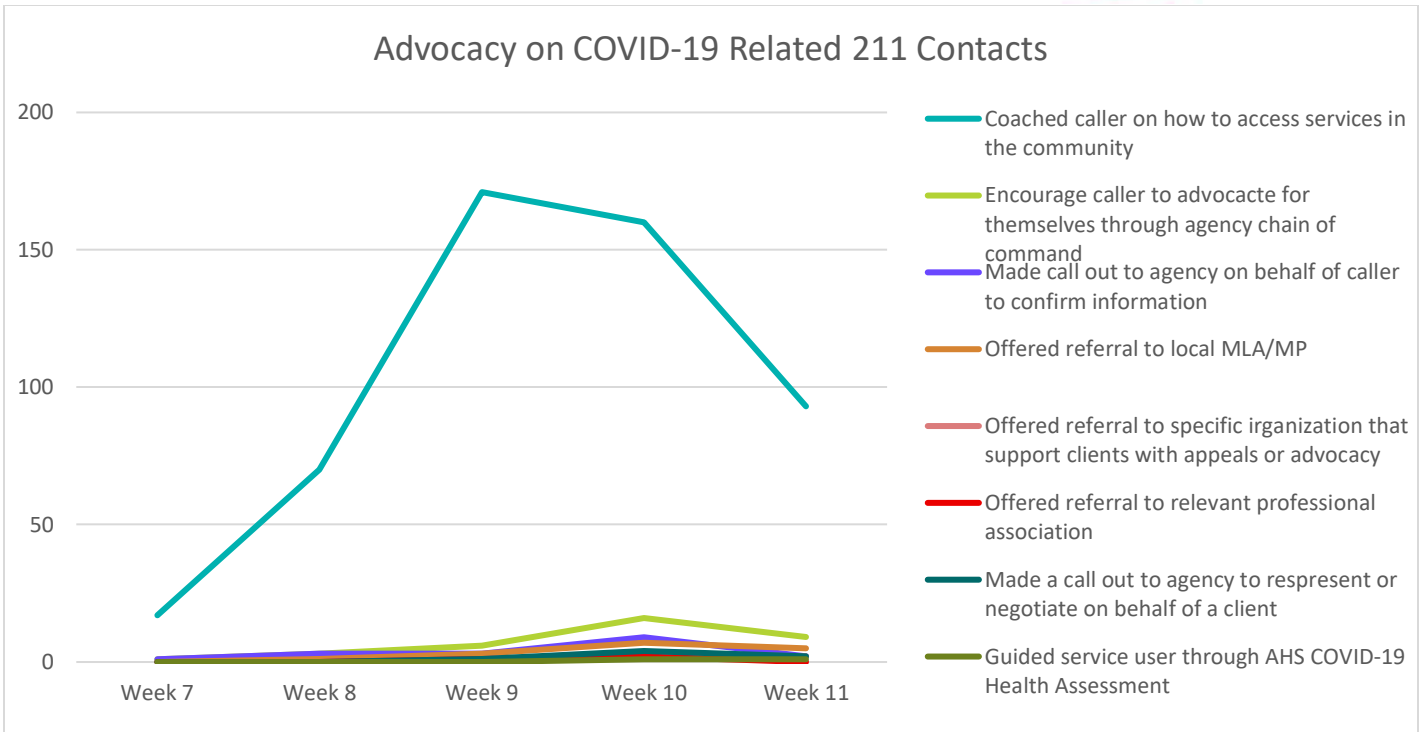


- Unmet needs are when 211 is unable to provide a referral or information for the need identified. Needs may be unmet for a variety of reasons including no program found, waitlists, ineligibility, lack of financial resources, transportation or language barriers.
- New this week in top unmet needs are Basic Income Maintenance Programs, Household Goods, Personal Goods/Services, Travellers Assistance, Utility Assistance

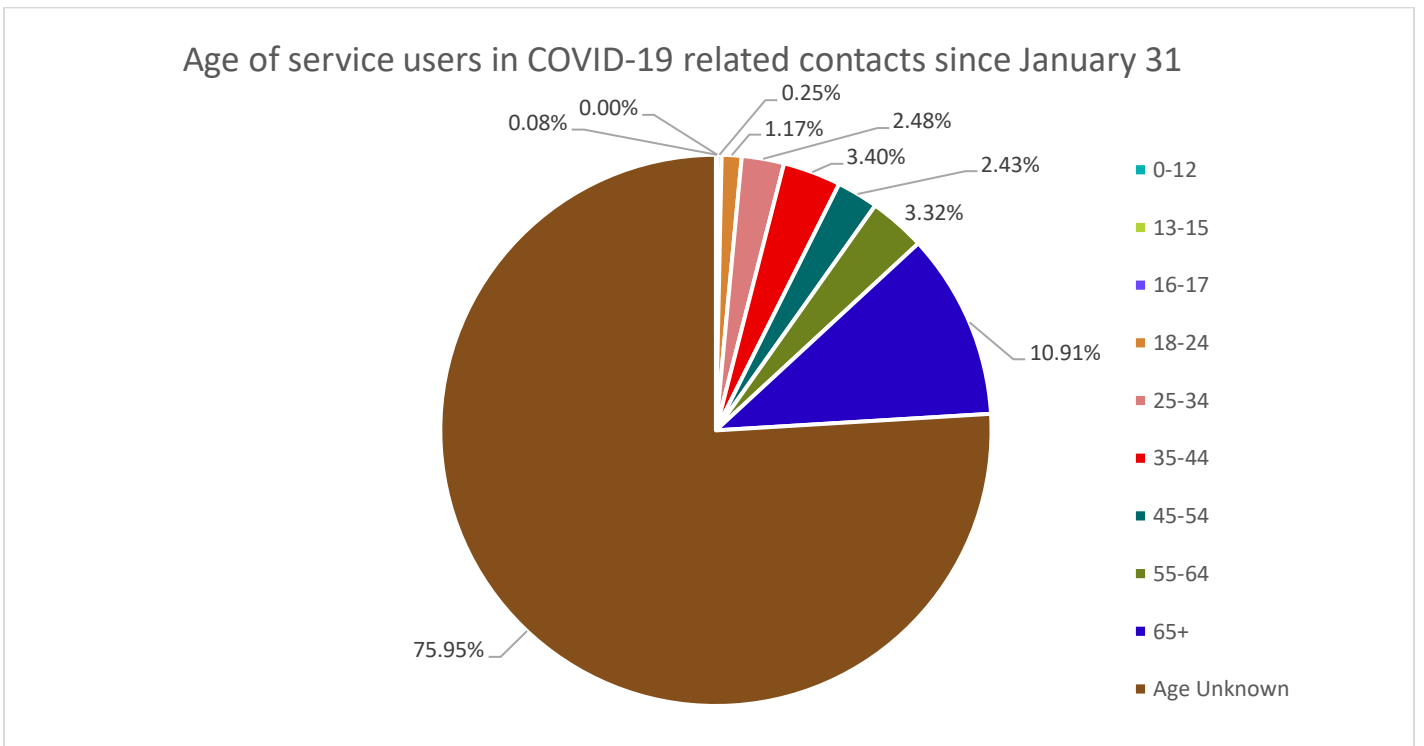
Need	Definition
Basic Income Maintenance Programs	Programs that provide cash income on a regular basis, and in some cases, social services to provide for the basic material needs of income-eligible individuals and families. <b>Includes:</b> Guaranteed Income Supplement, Old Age Security Program, Provincial Social Assistance Programs
Emergency Shelter	Programs that provide a temporary place to stay for newcomers, travelers, people who are in crisis, or homeless individuals in the community. <b>Includes:</b> Emergency Shelter
Food Outlets	Programs that supply consumers with food and other supermarket products, in many cases at lower than retail prices. <b>Includes:</b> Grocery Ordering/Delivery
Household Goods	Programs that pay for or provide new, reconditioned or second-hand furnishings for homes or apartments <b>Includes:</b> Beds
Information Services	Programs that provide information about a particular topic or service that interested individuals can access on a website or in person, or by telephone, email, chat text or other communication channel such as video relay service. <b>Includes:</b> Government Information Services , Medical Information Services



Personal Goods/Services	Programs that pay for or provide new or second-hand personal necessities. <b>Includes: Clothing</b>
Tax Preparation Assistance	Programs that provide tax preparation services for people who meet income and/or other eligibility criteria.
Travellers Assistance	Programs that provide supportive services including emergency assistance for tourists, travelers, or other visitors that have encountered problems, need directions or trip planning services or require information about local transportation systems. <b>Includes: Travel Directions/ Trip Planning</b>
Undesignated Temporary Financial Assistance	Programs that provide cash, vouchers or other forms of monetary aid for people in need of assistance and evaluate the individual's or family's need for the money on a case-by-case basis rather than having pre-established policies regarding the types of needs the dollars can be used to cover.
Utility Assistance	Programs that provide financial assistance for people who are at risk of having their utilities shut off. <b>Includes: Utility Service Payment Assistance</b>

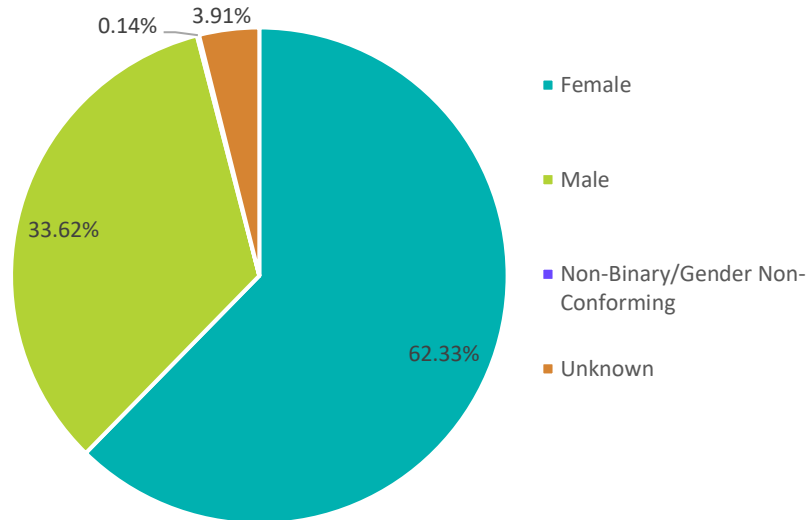


- Coaching callers on how to access services in the community is by far the most common form of advocacy on both COVID-19 related and non-COVID-19 related calls.



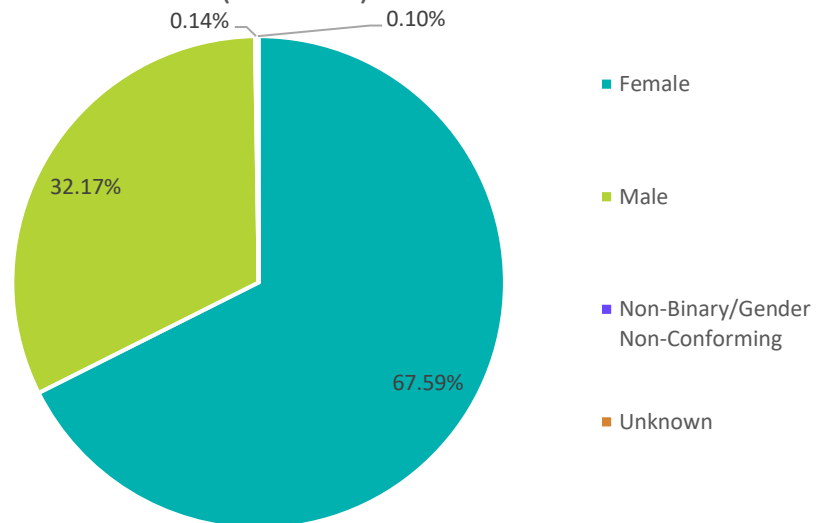
- The service user's age is self-reported in some cases staff may ask age directly if it is relevant to service provision or referrals

Gender of service users in COVID-19 Related Contact since January 31



- 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.

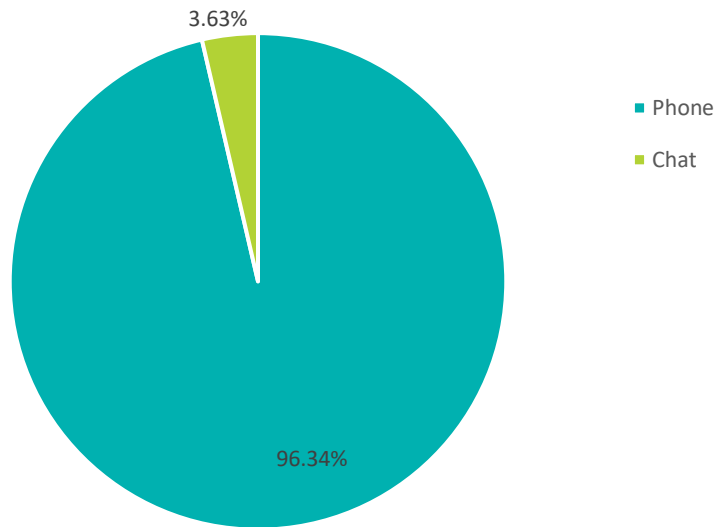
Comparison: Gender of service users on 211 and Distress Line 2019 (Full Year)



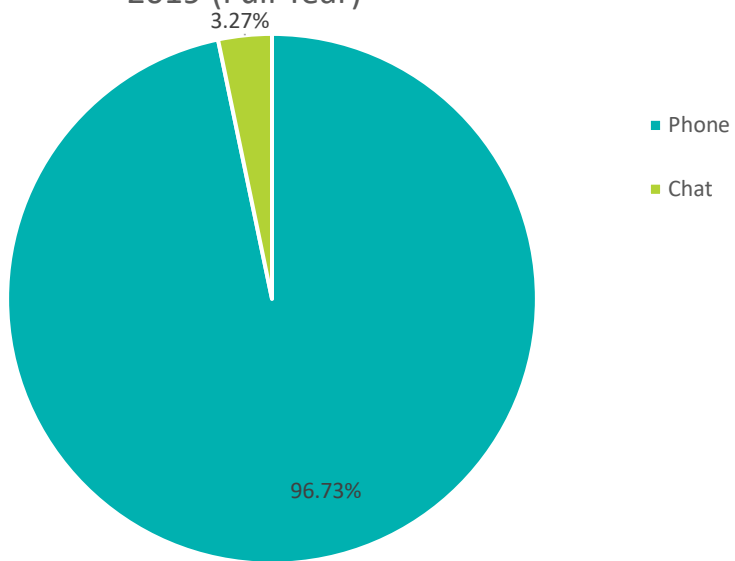




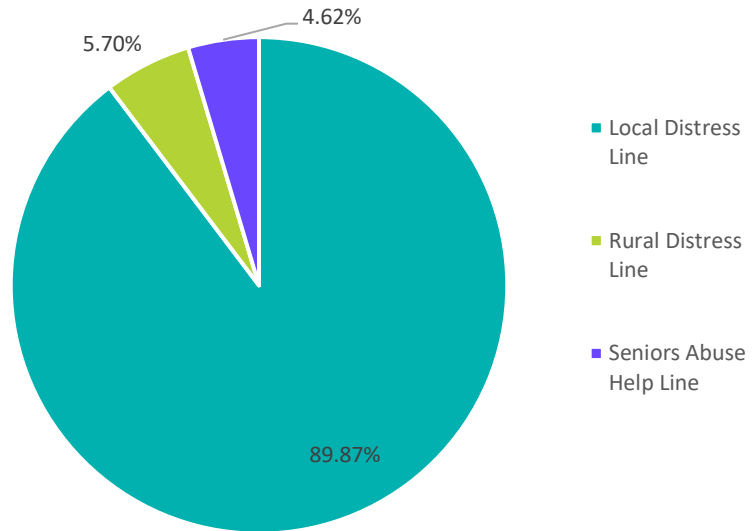
Percentage of COVID-19 Distress Line contacts by mode since January 31



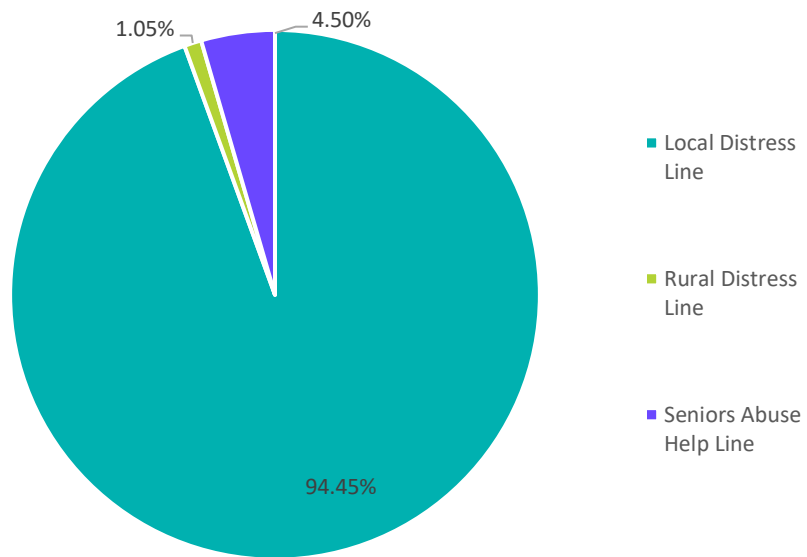
Comparison: Percentage Distress Line contacts by mode 2019 (Full Year)



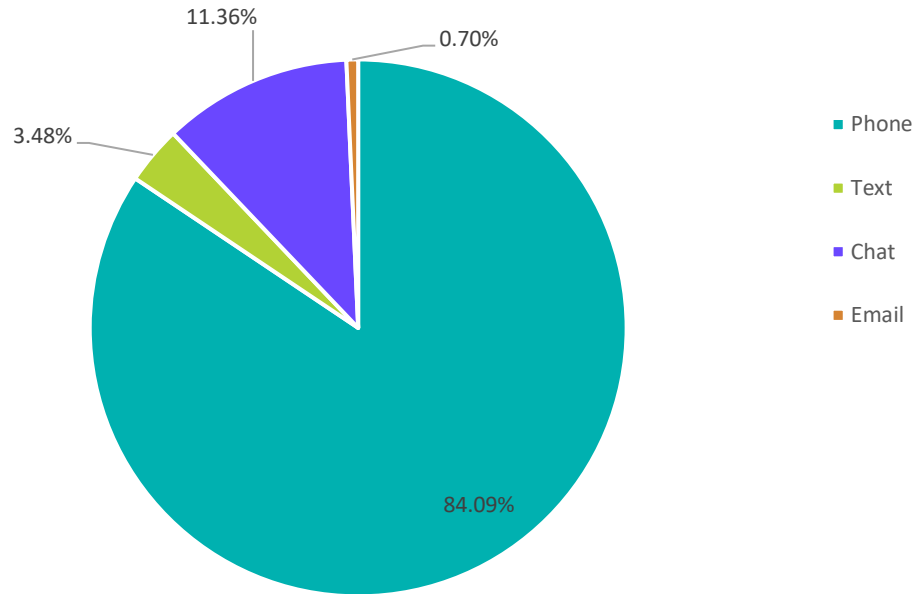
Percentage of COVID-19 Distress Line contacts by line since January 31



Comparison: Percentage Distress Line contacts by line 2019 YTD

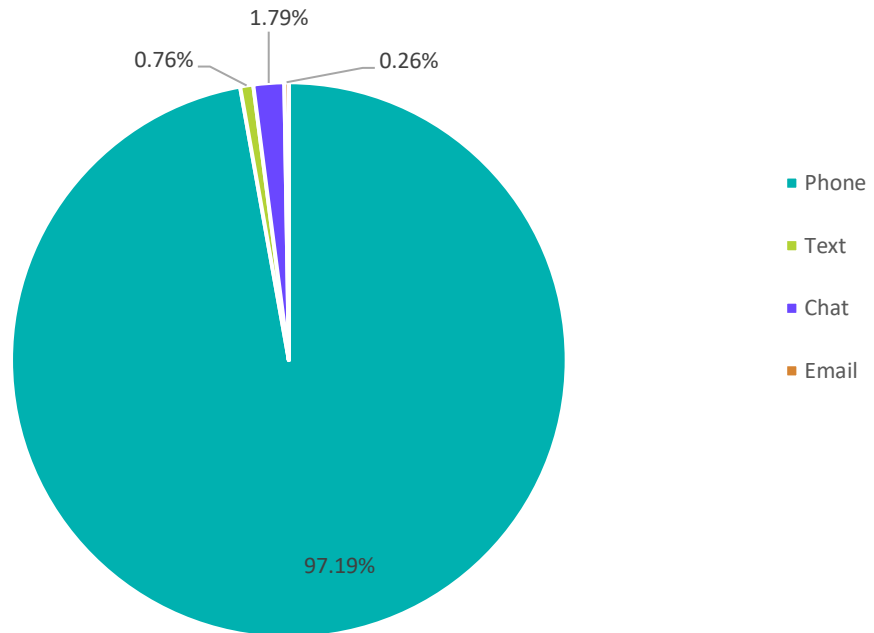


Percentage of COVID-19 related 211 contacts by mode since January 31



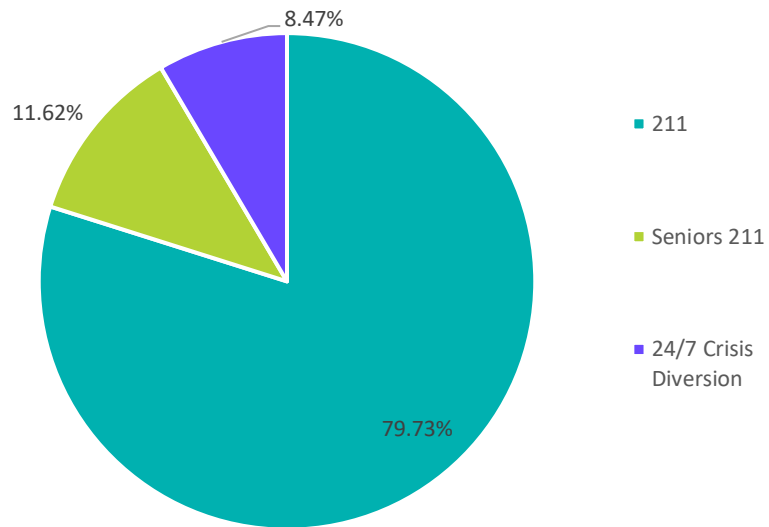
- 211 chat and text were expanded to 24/7 in February of 2020.

Comparison: Percentage of 211 contacts by mode 2019 (Full Year)



- 211 text soft launched June of 2019.

Percentage of COVID-19 211 contacts by line since January 31



Comparison: Percentage 211 contacts by line 2019 (Full Year)

