

COVID-19 Report

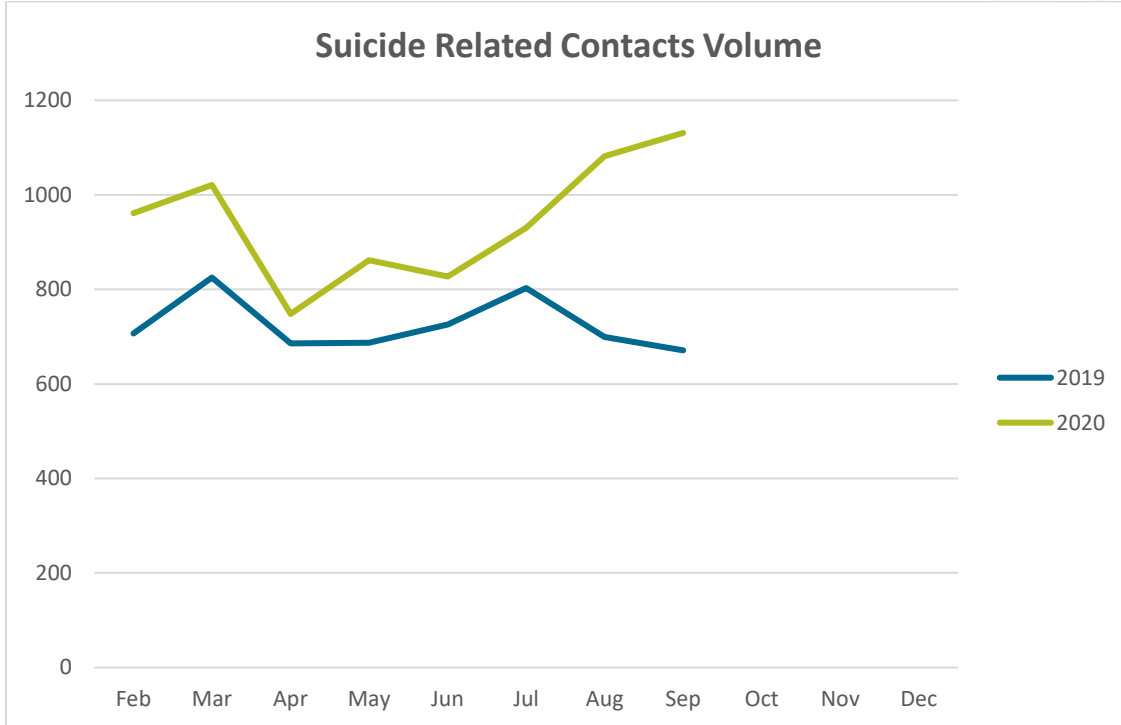
September 2020

- Our first COVID-19 related contact was received on January 26, 2020.
- We did not receive 211 contacts related to COVID-19 until March.

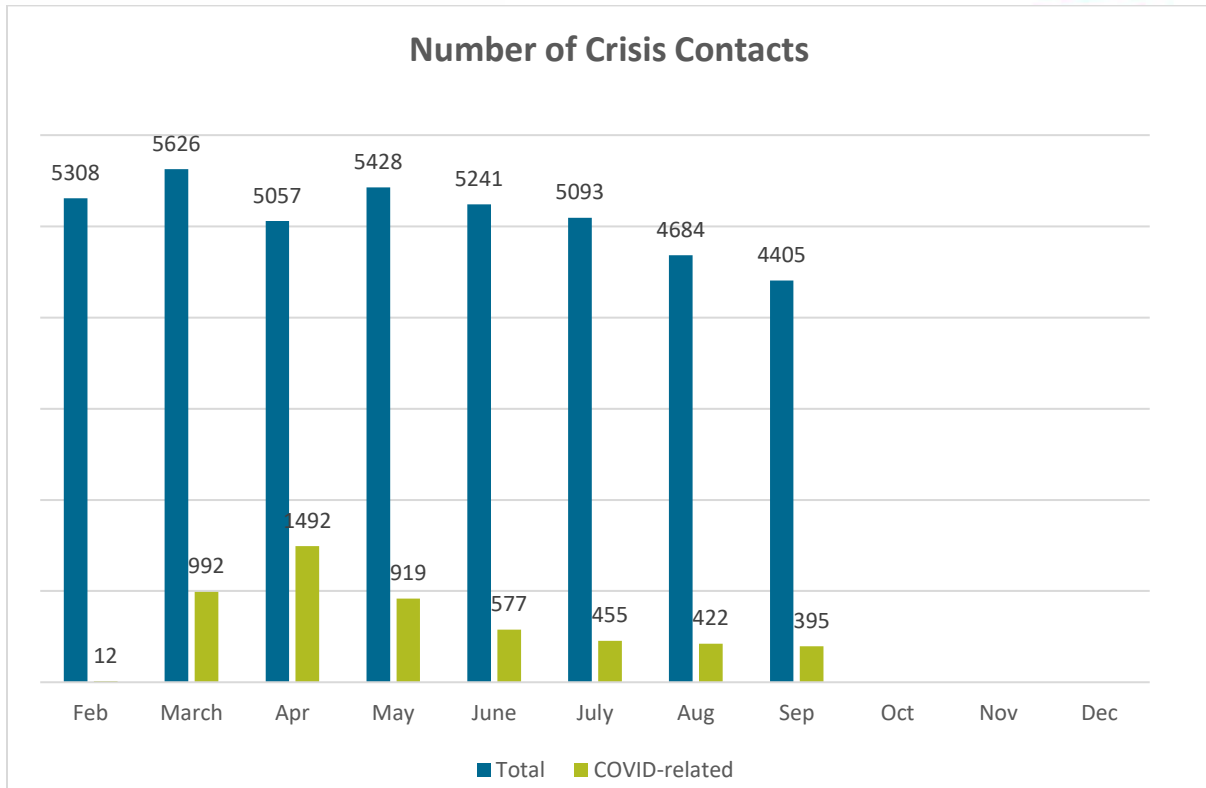
Top Issues across all Crisis Contacts in September	
#1	Anxiety
#2	Depressed Mood
#3	Family Relationships
#4	Suicide Ideation
#5	Isolation/Loneliness
#6	Intimate Partner Relationships
#7	Long-term Mental Illness
#8	Friendships
#9	Parent/Child Relationships
#10	Financial

Top Issues across COVID-related Crisis Contacts in September	
#1	Anxiety
#2	Isolation/Loneliness
#3	Depressed Mood
#4	Family Relationships
#5	Friendships
#6	Parent/Child Relationships
#7	Suicide Ideation
#8	Financial
#9	Employment
#10	Long-term Mental Illness

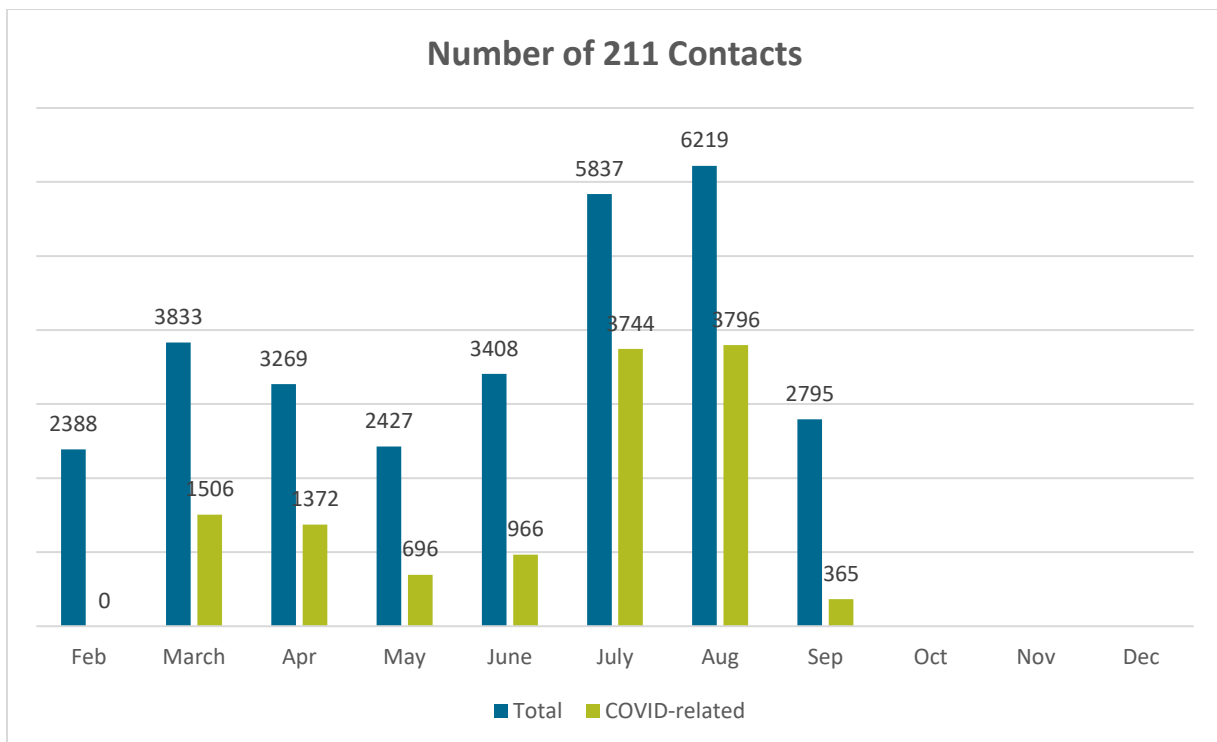
- Nine of the top issues in COVID-related contacts are within the top ten issues across all Crisis contacts. COVID-19 has undoubtedly played a major role in shaping the top issues.
- Our contact volumes have increased. The increase is mainly being seen in 211. In September, 211 contact volumes increased by 45% compared to September 2019.
- We have experienced a 77% increase in 211 contacts from January 26-September 30 compared to the same period last year.



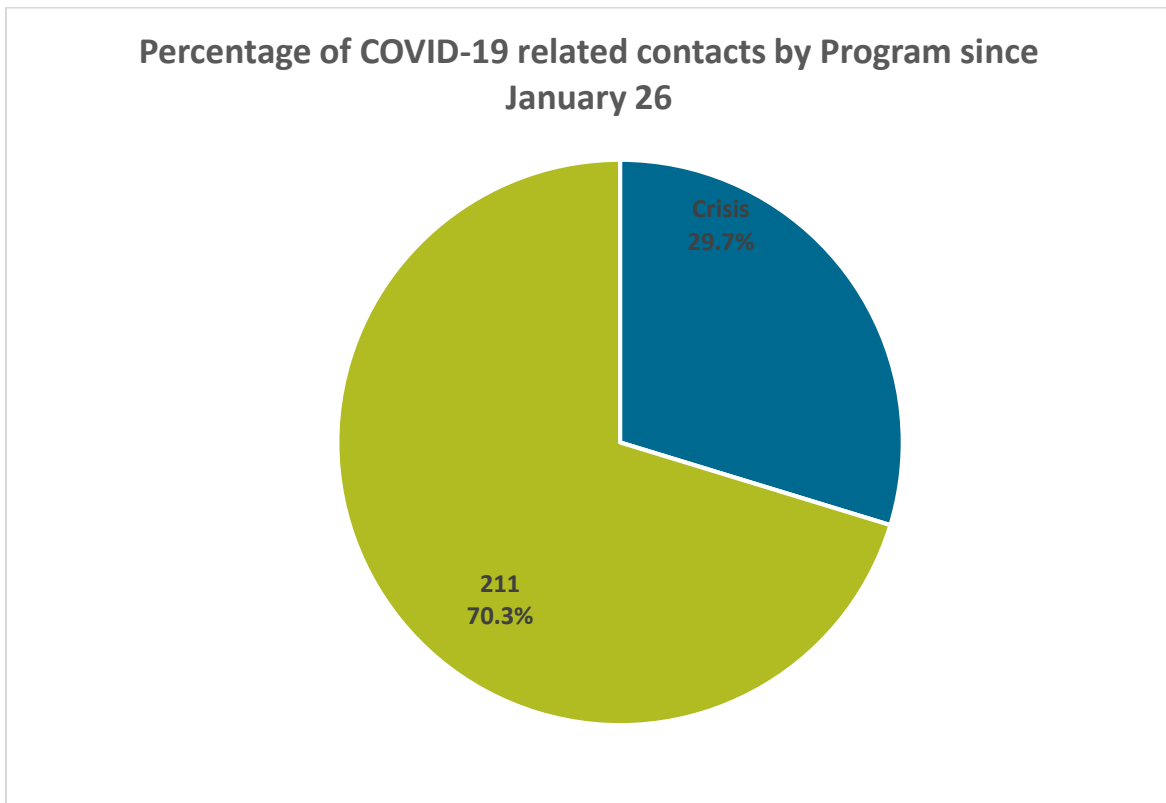
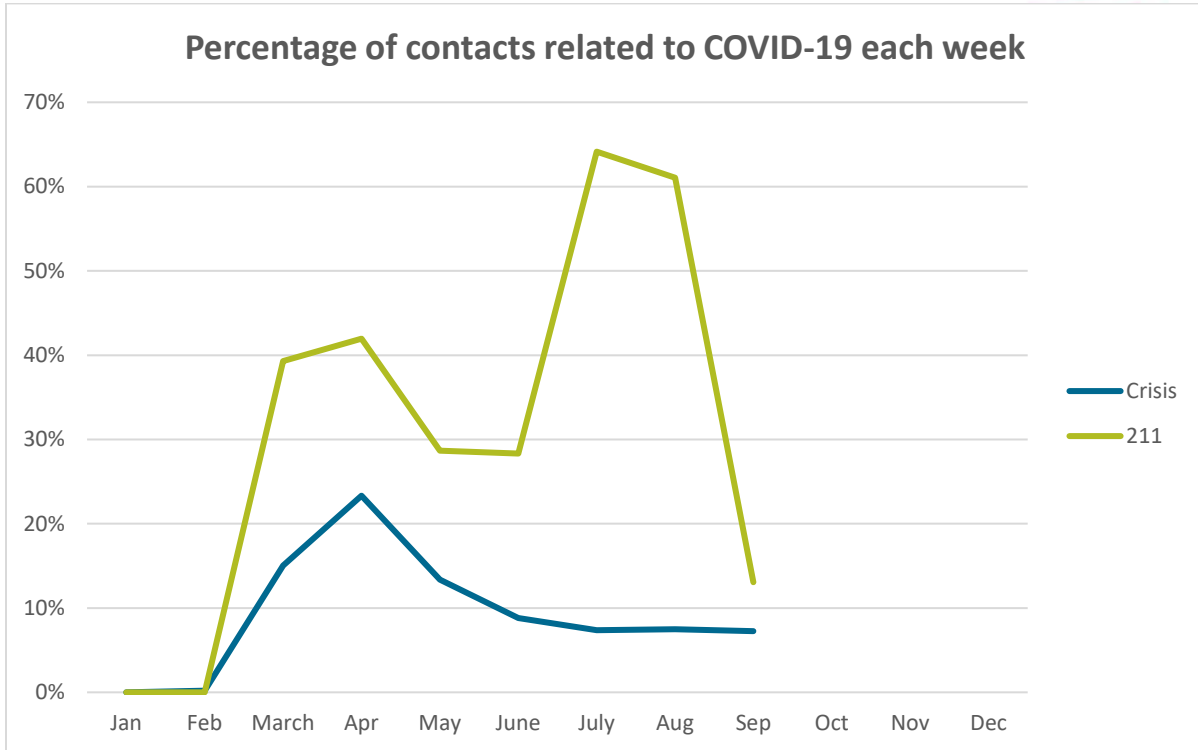
- In September, we experienced a 69% increase in suicide related contacts compared to the same month last year.
- We have experienced 29% increase in suicide related contacts from January 26-September 30 compared to the same period last year.

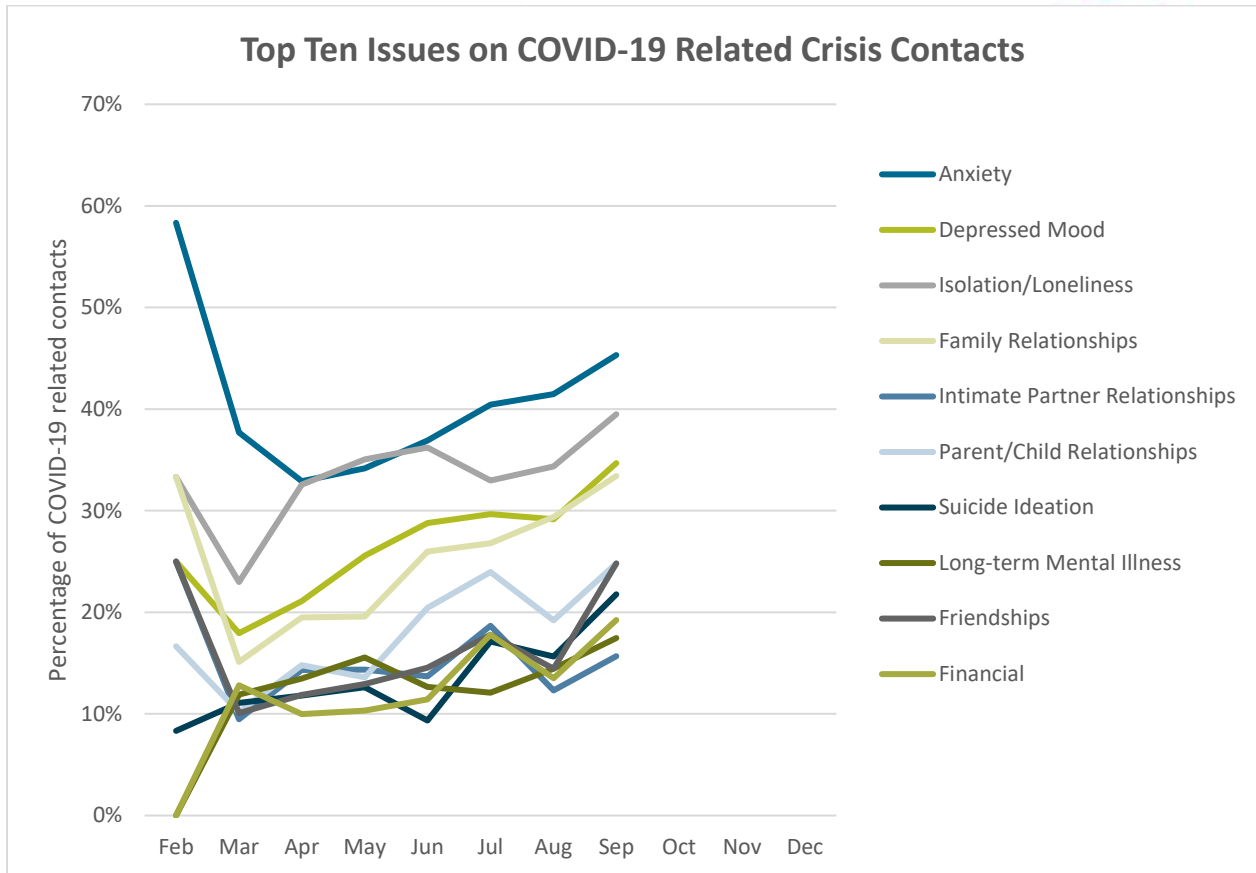


- In September, 9% of crisis contacts were related to COVID-19

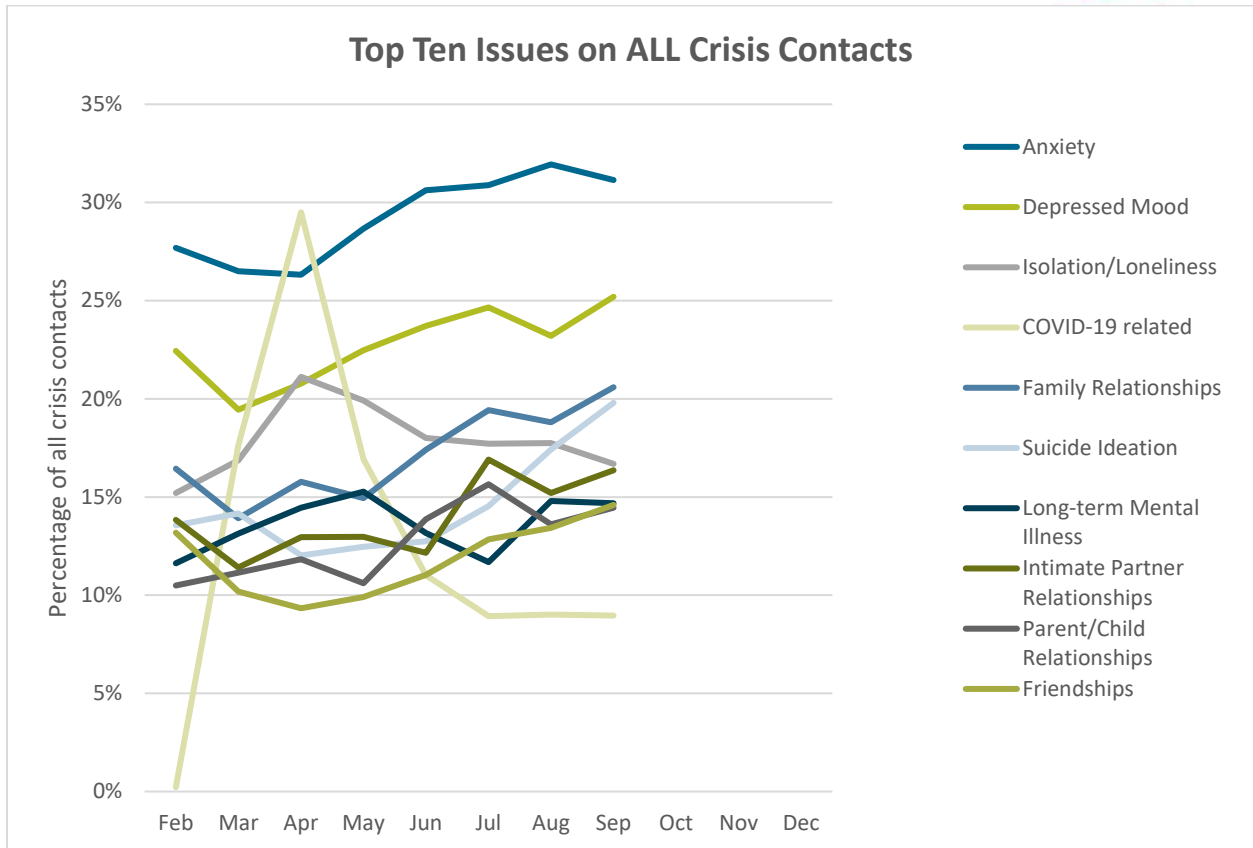


- In September, 13% of 211 contacts were related to COVID-19

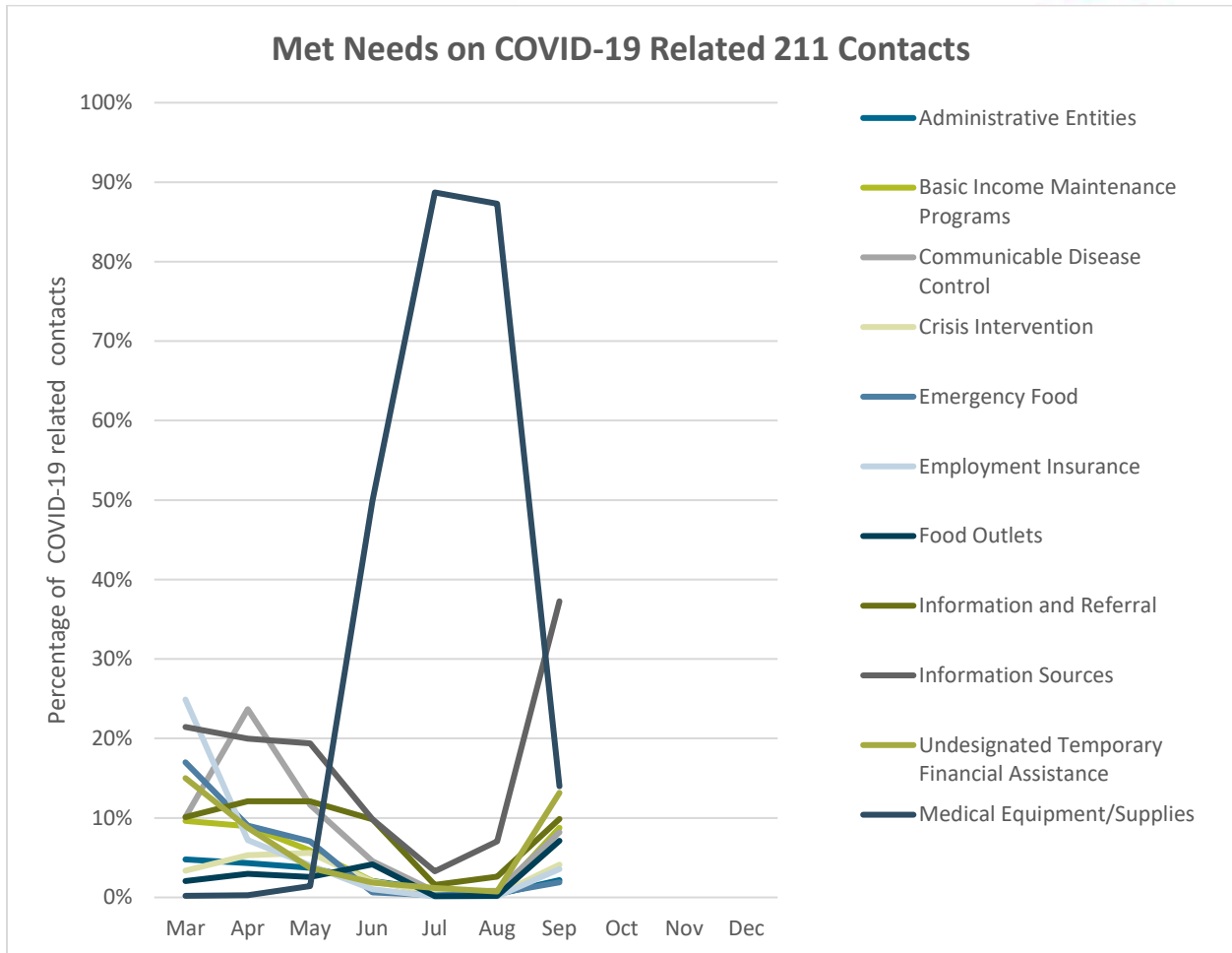




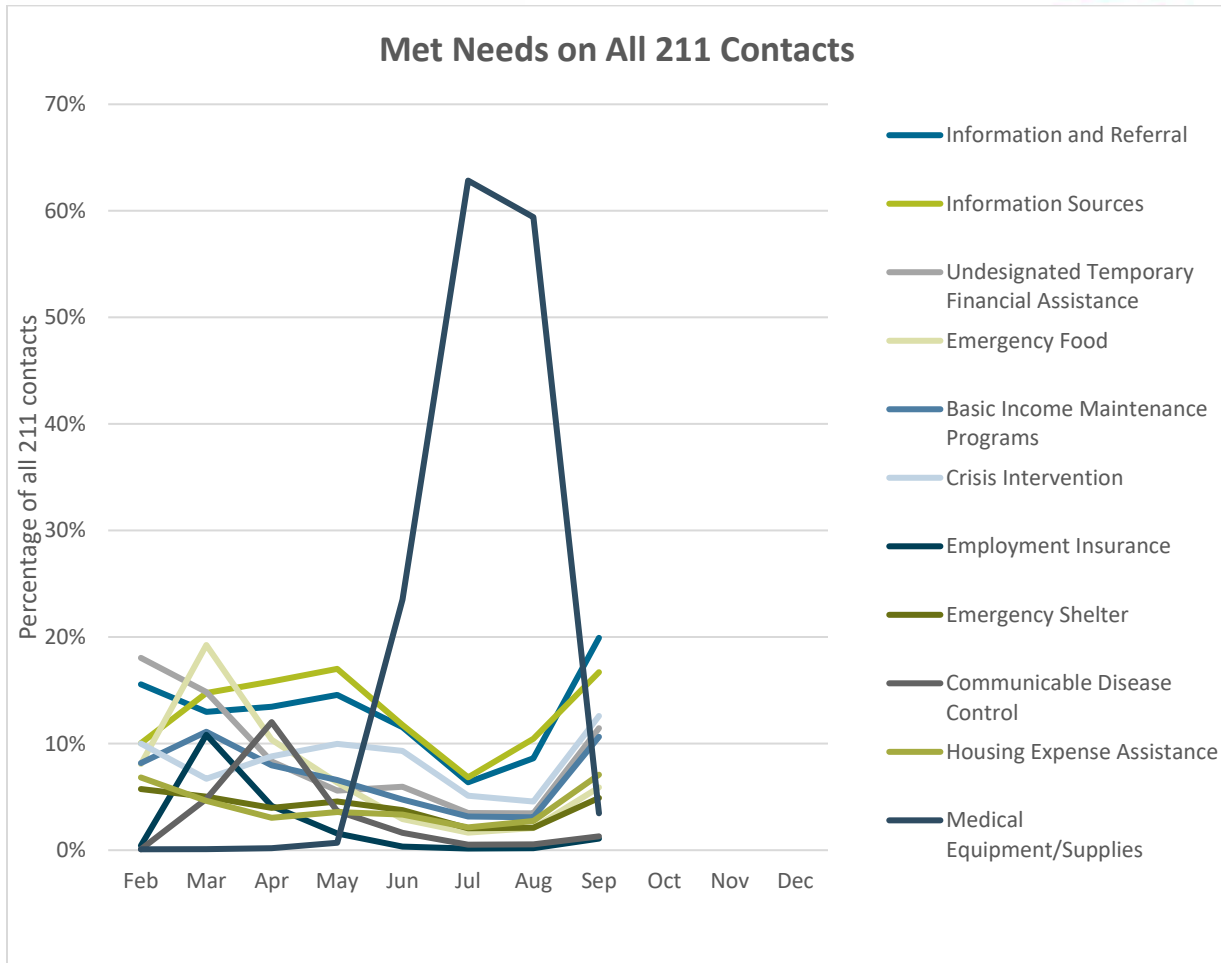
- These are the overall top ten contact issues beginning March 9. As the number of COVID-19 contacts grows, the overall top ten issues may change.



- These are the overall top 10 issues beginning March 9.

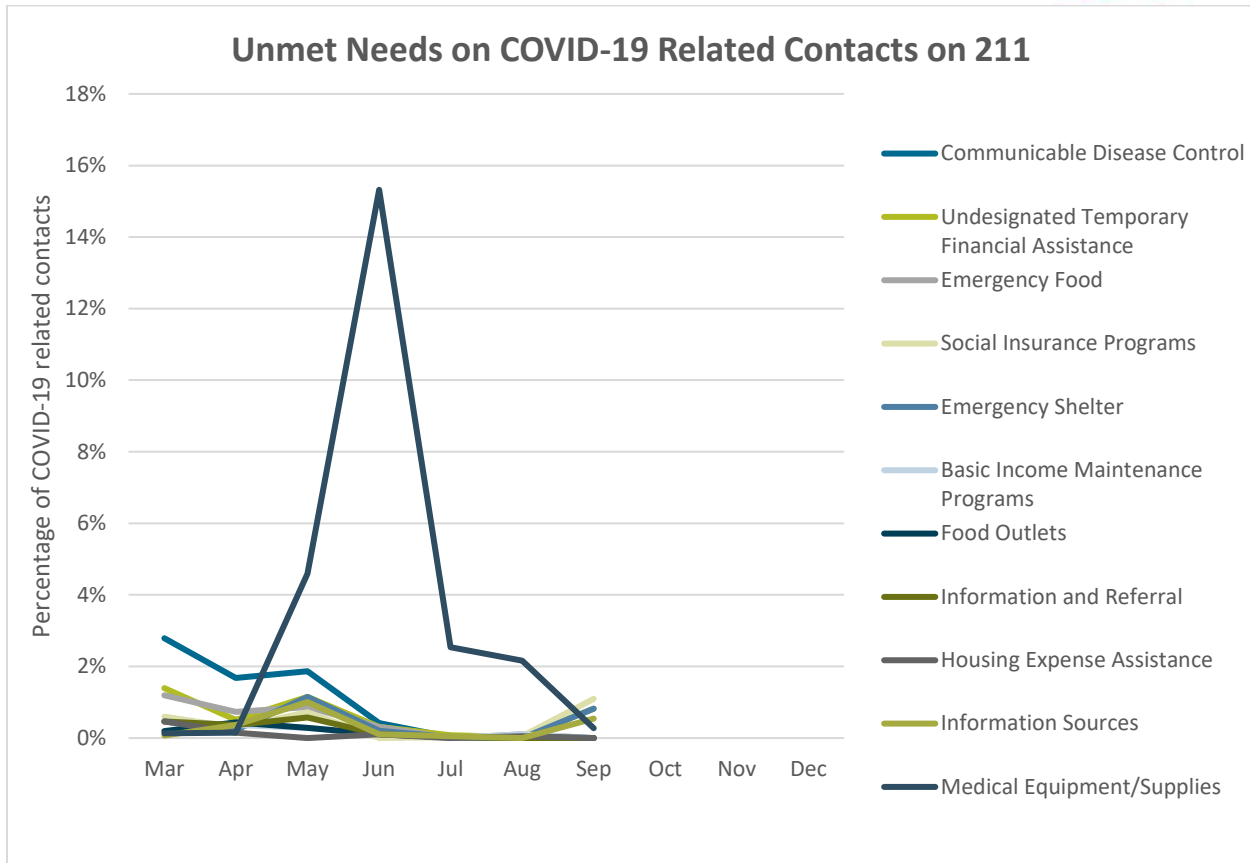


- These are the top met needs on Covid-Related 211 contacts since the week of March 8. As the number of COVID-19 211 contacts grows, the overall top ten met needs may change.



- Service users' needs on 211 are grouped into several major categories according to the taxonomy used by 211 services across North America. See Table next page for their definitions.

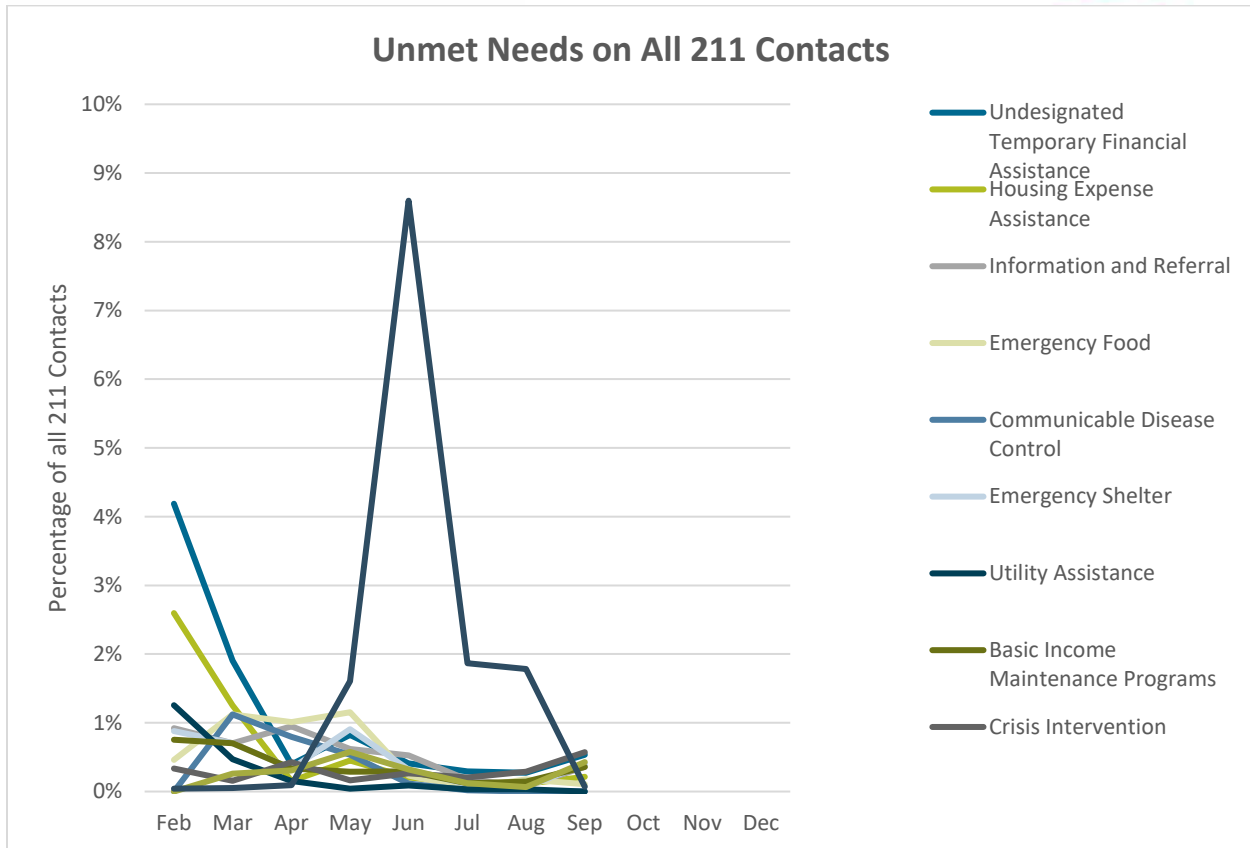
Need	Definition
Administrative Entities	Management offices that serve as headquarters for organizations and which provide services that plan, organize and control the activities of the organization but which offer no direct services to the public except peripheral administrative services like training, community awareness programs or materials and research.
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.
Communicable Disease Control	Programs that protect the public health through comprehensive efforts to track the incidence and distribution of disease in the population and prevent, control and eradicate vaccine-preventable diseases, vector and food-borne illnesses, diseases that are transmitted person-to-person and other diseases that are spread by direct or indirect contact.
Crisis Intervention	Programs that provide immediate assistance for people who are in acute emotional distress; who are or perceive themselves to be in life-threatening situations; who are a danger to themselves or to others; or who are hysterical, frightened or otherwise unable to cope with a problem that requires immediate action.
Emergency Food	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.
Employment Insurance	A federal program operated by Employment and Social Development Canada that provides temporary financial assistance for a period of time to eligible individuals who become unemployed and are either actively looking for work or upgrading their skills.
Food Outlets	Programs that supply consumers with food and other supermarket products, in many cases at lower than retail prices.
Information and Referral	Programs whose primary purpose is to maintain information about human service resources in the community and to link people who need assistance with appropriate service providers and/or to supply descriptive information about the agencies or organizations which offer services.
Information Sources	Programs that provide live or recorded information about a particular topic or service that interested individuals can access by telephone. This includes Health Link-811.
Medical Equipment/Supplies	Programs that pay for or provide necessary in-home hospital equipment, monitoring devices, respiratory aids, prevention kits and other medical supplies that are required by people who want to prevent the transmission of an infectious disease, are coping with the effects of a chronic health condition or disability or are convalescing following surgery or illness.
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.



- These unmet needs were not discussed on COVID-19 related contacts on 211 until mid-March.
- These are the overall top unmet needs since March 9. As the number of COVID-19 contacts grows, the overall top unmet needs may change.

Of the Covid-19 related unmet needs this month, the reasons for being unable to access the resources are as follows:

- 3 callers refused referral
- 4 of the unmet needs had no program found to meet the need
- 1 client indicated agency resources were depleted
- 8 of the calls were clients ineligible for services
- 2 clients had used all available resources

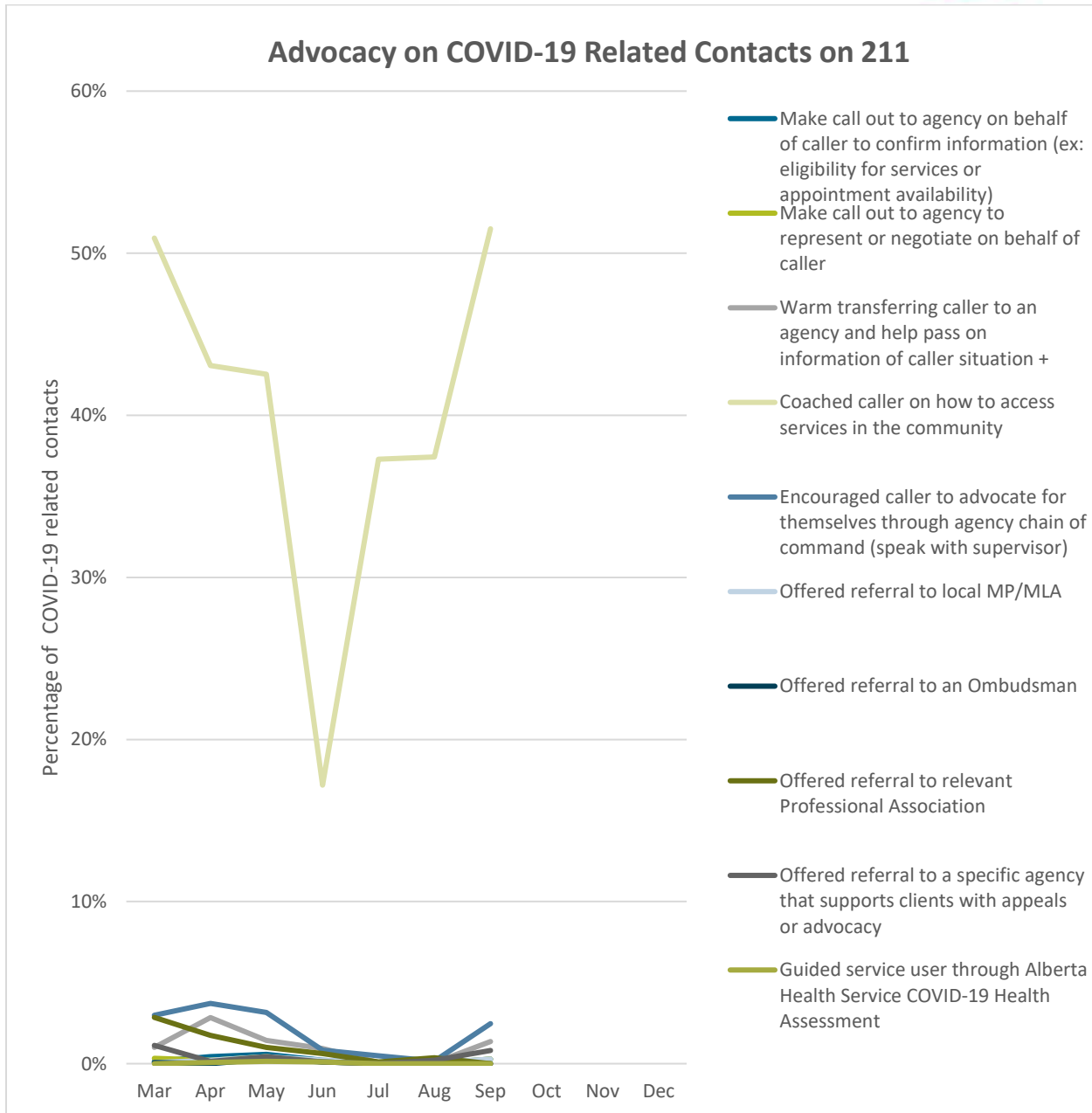


- See next page for the definitions of the unmet needs.

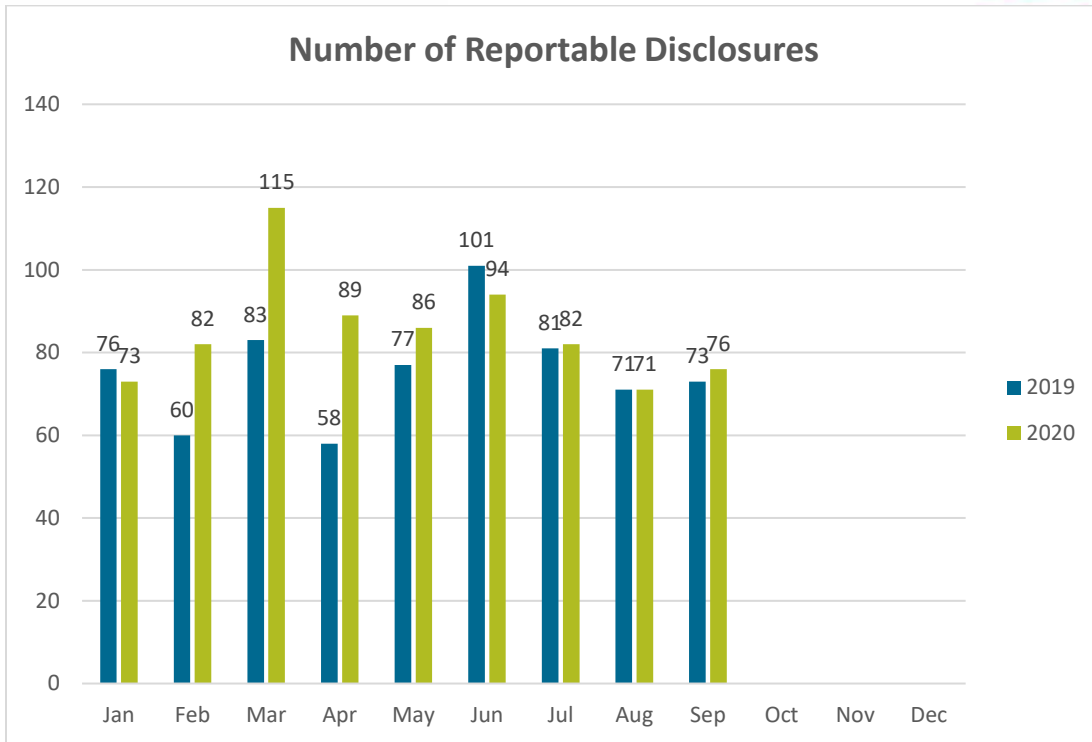
Of the unmet needs on all contacts this month, the reasons for being unable to access the resources are as follows:

- 10 of the above unmet needs did not specify a reason
- 31 of the unmet needs had no program found to meet the need
- 84 callers refused referral
- 7 callers indicated no agency was open at the time the service was needed
- 48 of the calls were clients that were ineligible for services
- 3 clients indicated agency resources were depleted
- 2 clients could not be reached
- 8 clients withdrew from program
- 1 client indicated they could not afford the service
- 8 clients indicated the agency was full and there was a waitlist
- 1 client reported there was no transportation
- 17 clients had used all available resources

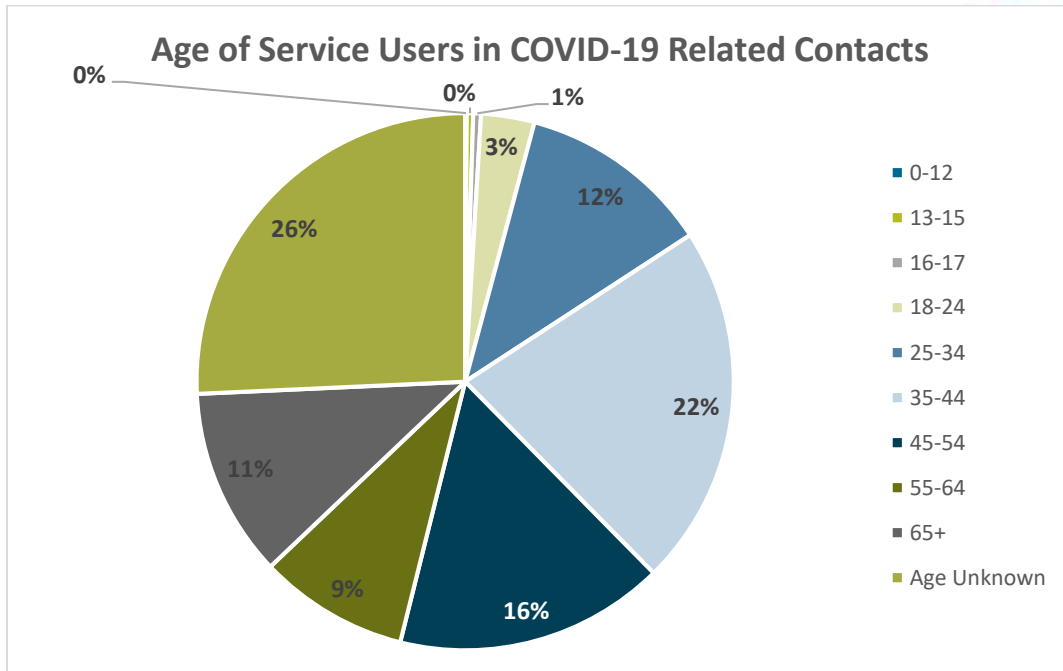
Need	Definition
Basic Income Maintenance Programs	Programs that provide cash income on a regular basis, and in some cases, social services to provide for the basic material needs of income-eligible individuals and families.
Communicable Disease Control	Programs that protect the public health through comprehensive efforts to track the incidence and distribution of disease in the population and prevent, control and eradicate vaccine-preventable diseases, vector and food-borne illnesses, diseases that are transmitted person-to-person and other diseases that are spread by direct or indirect contact.
Emergency Food	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.
Food Outlets	Programs that supply consumers with food and other supermarket products, in many cases at lower than retail prices.
Emergency Shelter	Programs that provide a temporary place to stay for newcomers, travellers, people who are in crisis, or homeless individuals in the community.
Housing Expense Assistance	Programs that pay current housing bills or finance new living accommodations for people who are otherwise unable to provide for their housing needs.
Information and Referral	Programs whose primary purpose is to maintain information about human service resources in the community and to link people who need assistance with appropriate service providers and/or to supply descriptive information about the agencies or organizations which offer services.
Information Sources	Programs that provide live or recorded information about a particular topic or service that interested individuals can access by telephone. This includes Health Link-811.
Medical Equipment/Supplies	Programs that pay for or provide necessary in-home hospital equipment, monitoring devices, respiratory aids, prevention kits and other medical supplies that are required by people who want to prevent the transmission of an infectious disease, are coping with the effects of a chronic health condition or disability or are convalescing following surgery or illness.
Social Insurance Programs	Programs that have been established by law and are generally compulsory in nature which provide cash income on a regular basis or payments to meet a designated need for people who are entitled to benefits based on their own or their employer's contributions to the program, their service to the country or their age.
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.



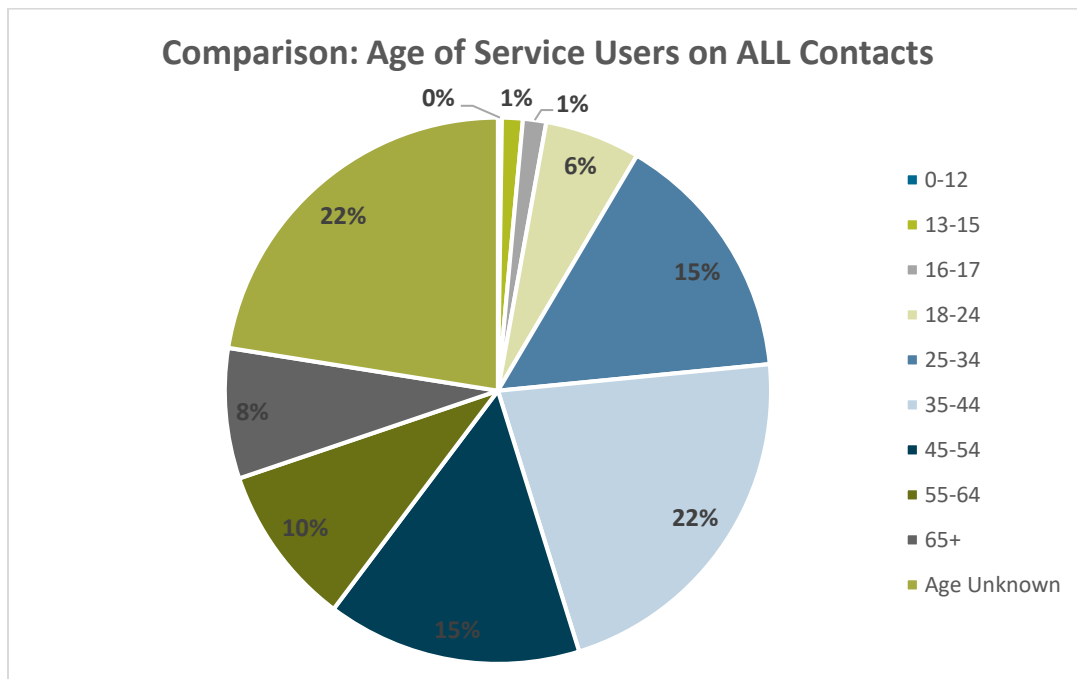
- No advocacy was documented on COVID-related 211 contacts until March 8.
- Coaching service users on how to access services in the community remains the most common form of advocacy on both COVID-19 related and non-COVID-19 related 211 contacts.



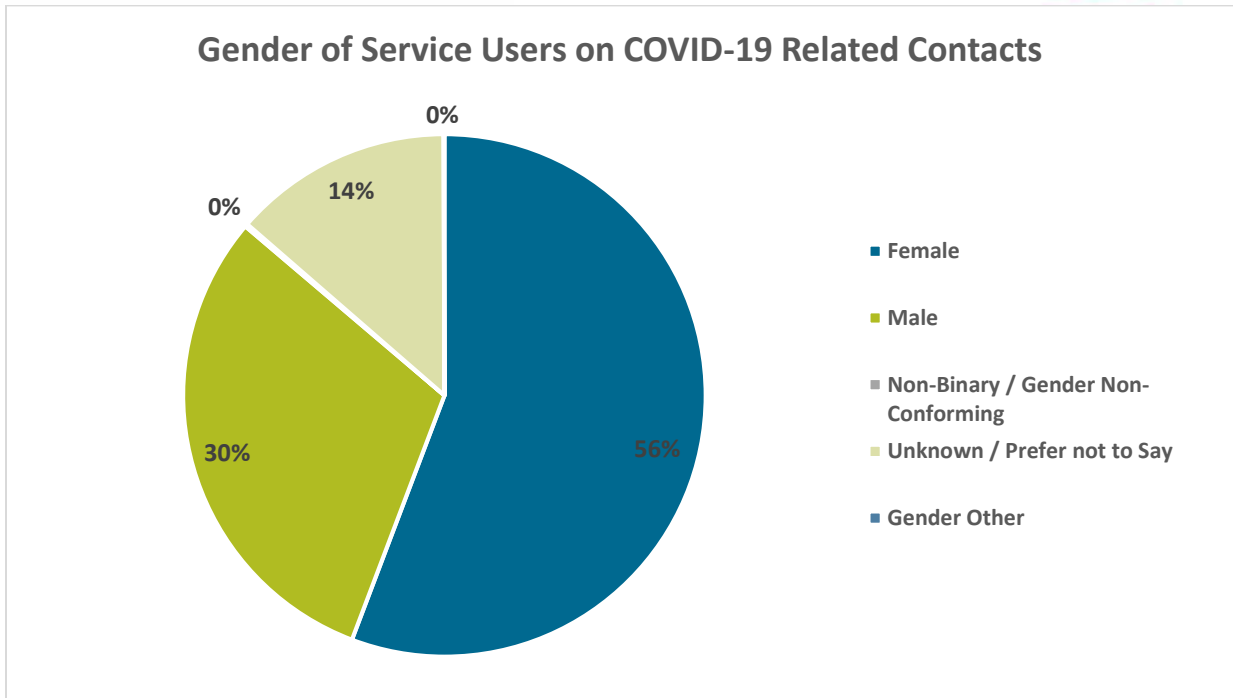
- Reportable Disclosures refer to contacts where we are ethically and legally obligated, to report a service user’s situation to police, or child welfare services, to prevent harm to themselves or others.
- Compared to the same period in 2019, the number of high-risk contacts have increased and we have experienced a significant increase in reportable disclosures.



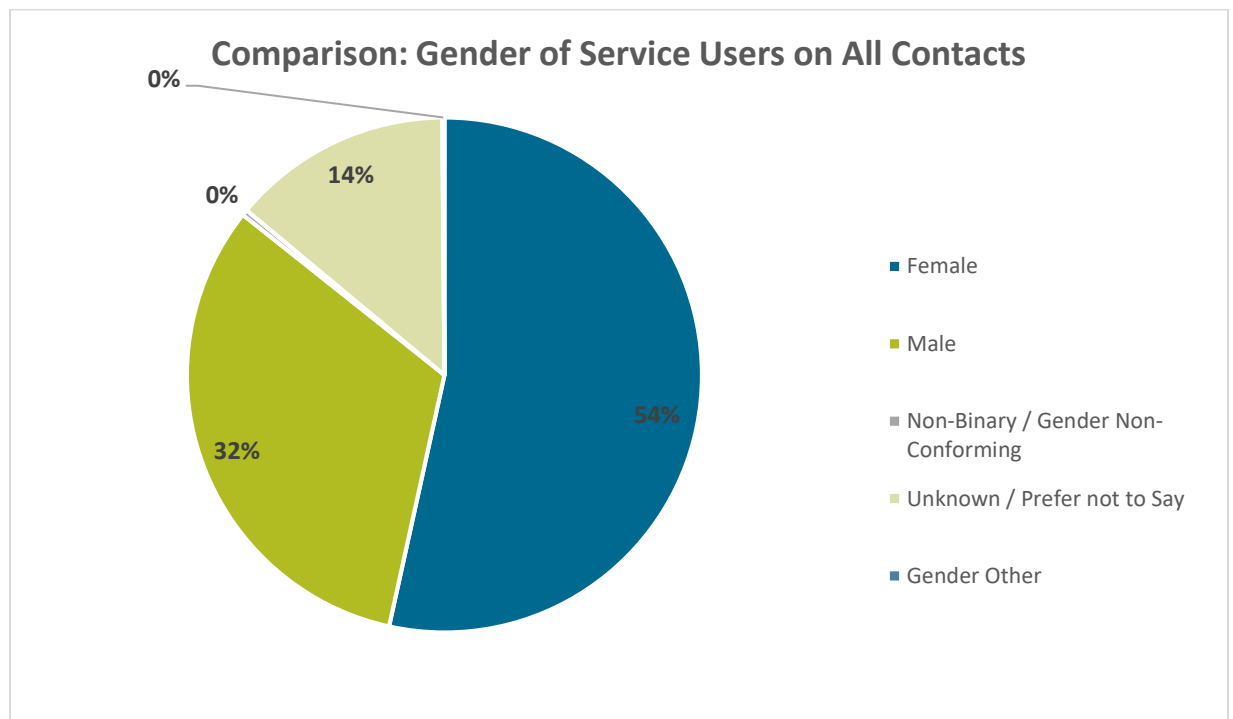
- The service user’s age is self-reported in chat contacts, and often unknown in e-mail contacts. In phone and text contacts, the age is often estimated by the volunteer or staff based on the information provided by service user during the interaction.
- The distribution across age groups has largely remained consistent across the previous months.



- The distribution across age groups has largely remained consistent across the previous months, in both COVID-19 related and non-COVID-19 related contacts.

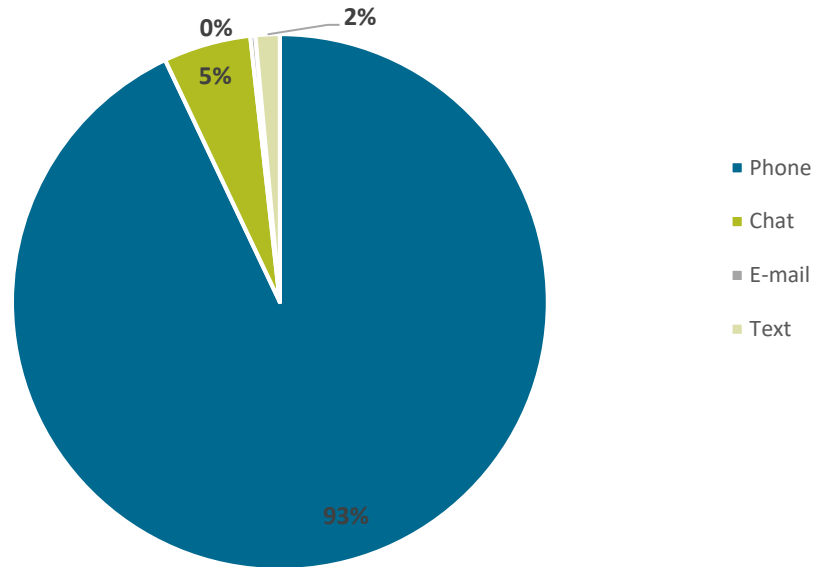


- The service user's gender is self-reported in chat, and often unknown in e-mail contacts. In phone and text contacts gender is selected based on the information provided by the service user.



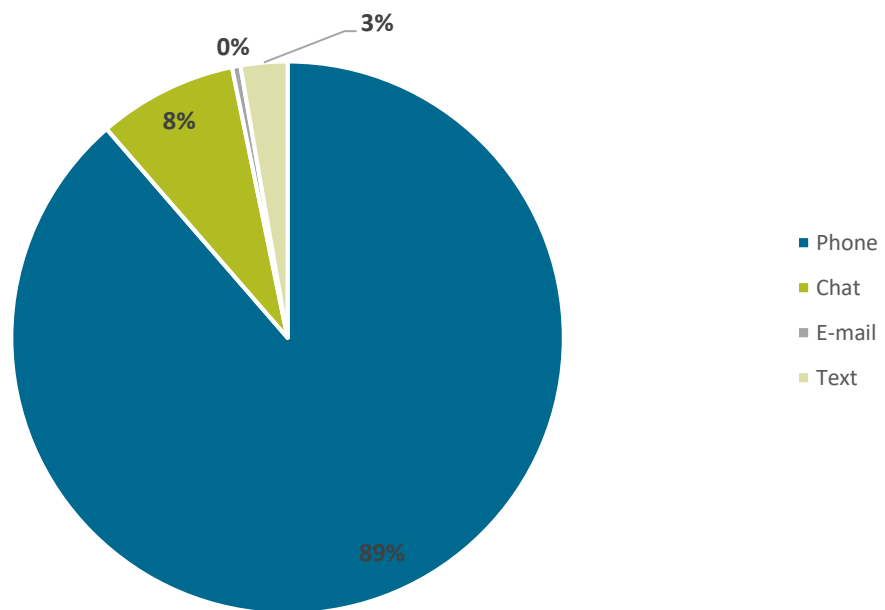
- The distribution across genders has largely remained consistent across the previous months, in both COVID-19 related and non-COVID-19 related contacts.

COVID-19 Related Crisis Contacts by Mode

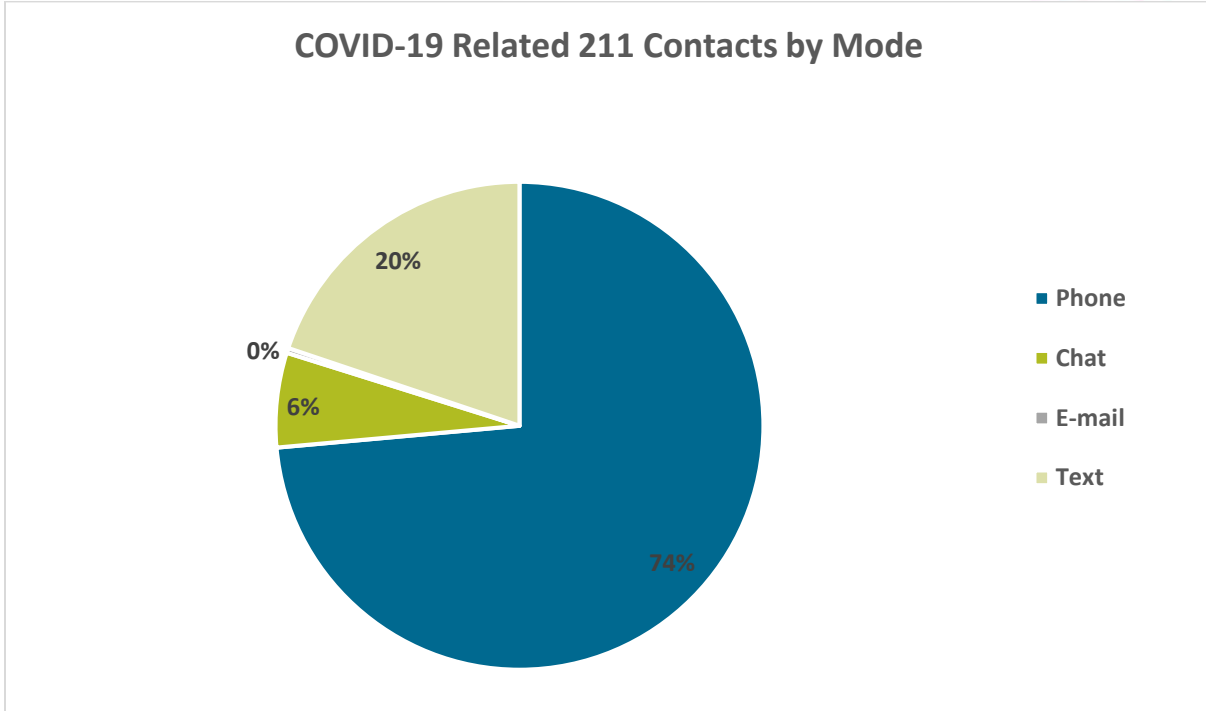


- Service users have been more likely to discuss COVID-19 on crisis phone contacts compared to other modes in crisis.

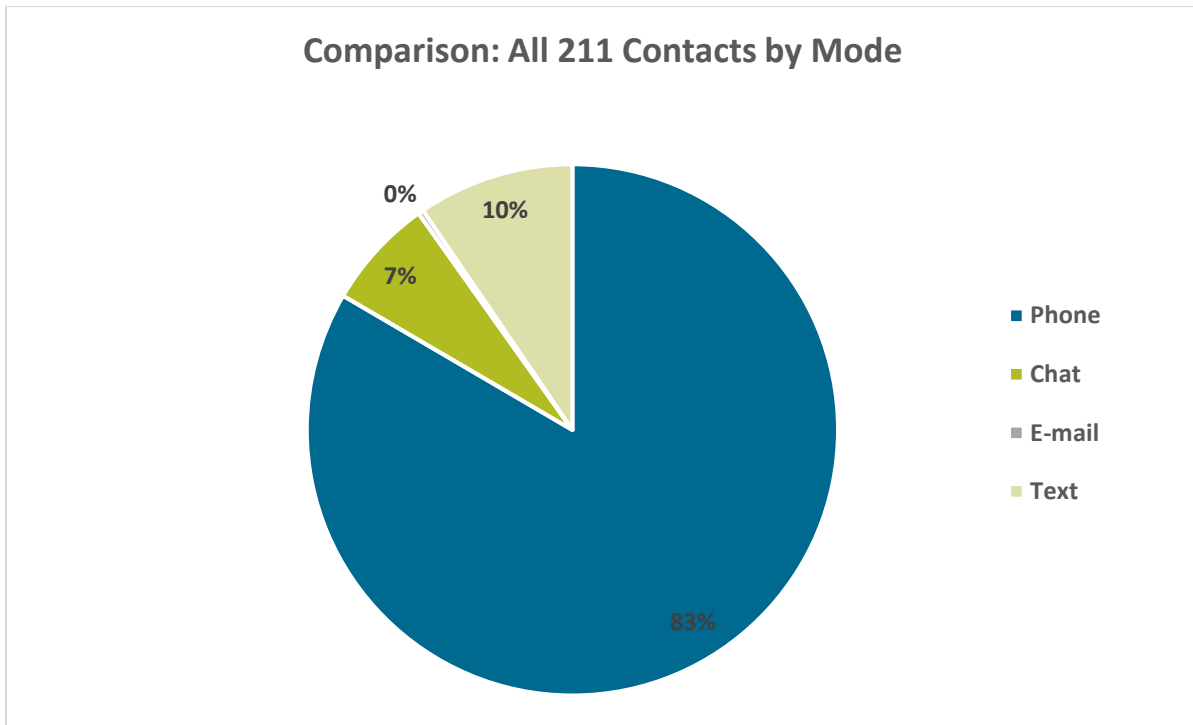
Comparison: All Crisis Contacts by Mode



- The distribution across Crisis modes has largely remained consistent across the previous months, in both COVID-19 related and non-COVID-19 related contacts.



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



- The distribution across 211 modes has largely remained consistent across the previous months, in both COVID-19 related and non-COVID-19 related contacts.

Language Calls on COVID-19 Related Contacts

Requested Language	YTD Number of Covid-19 Related Contacts
Amharic	6
Arabic	1
Cantonese	6
German	1
Mandarin	2
Punjabi	2
Somali	1
Spanish	1
Tigrinya	1
Total	21