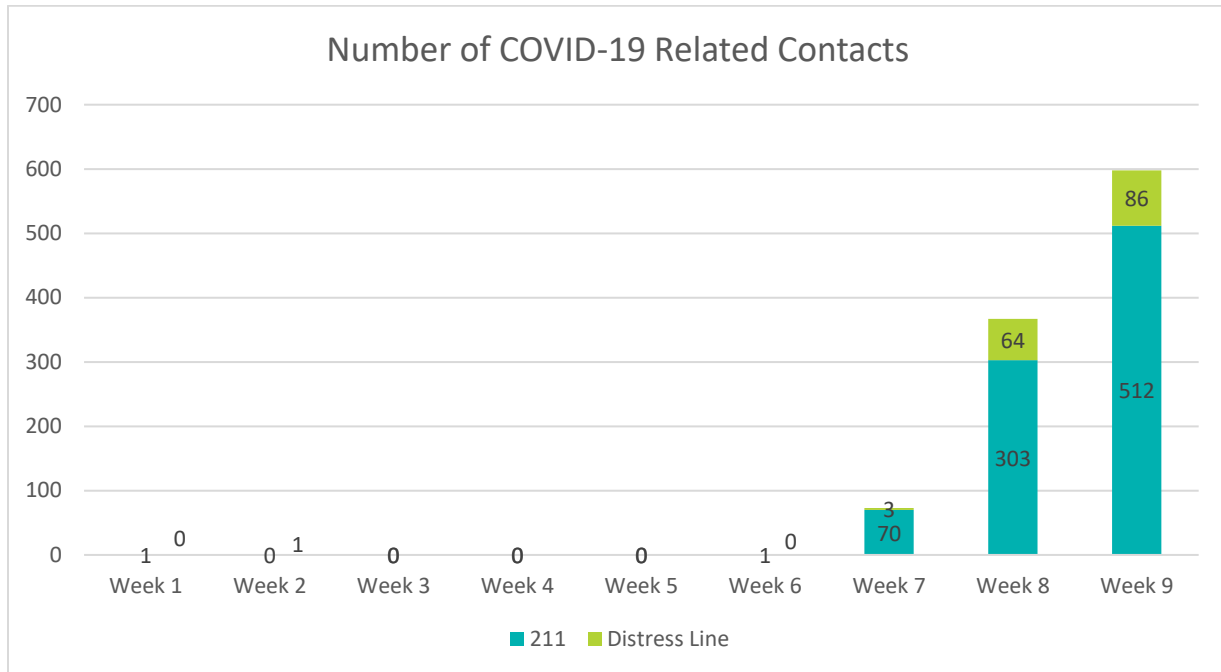
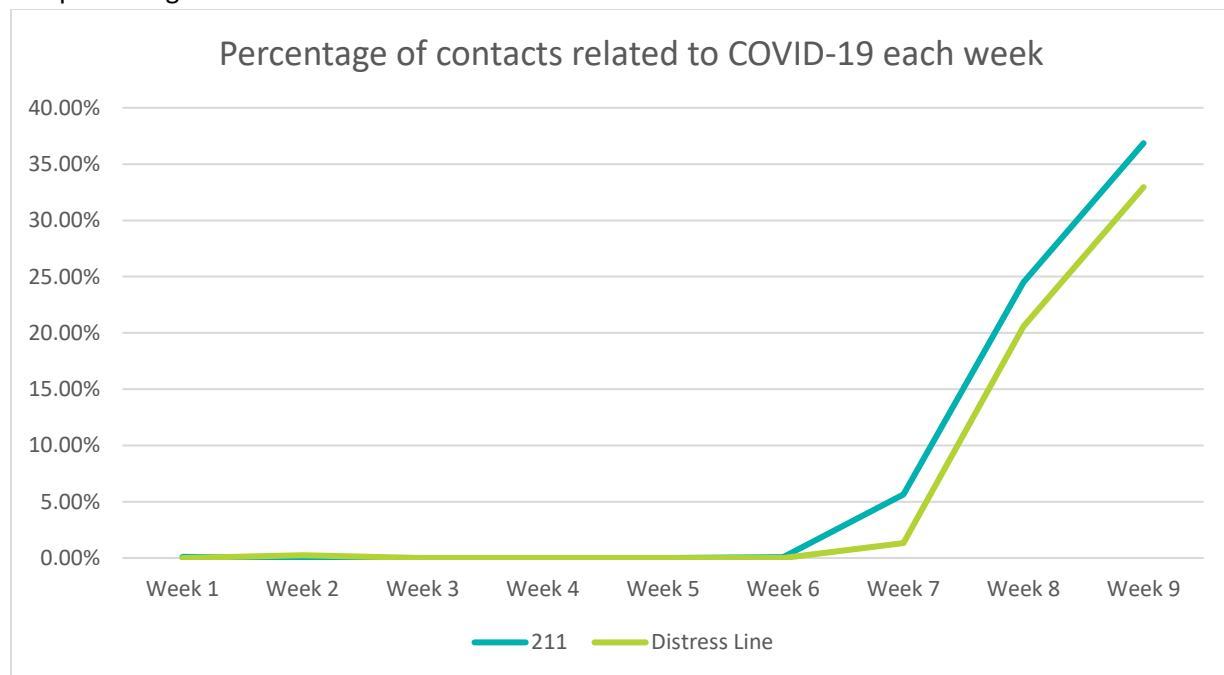


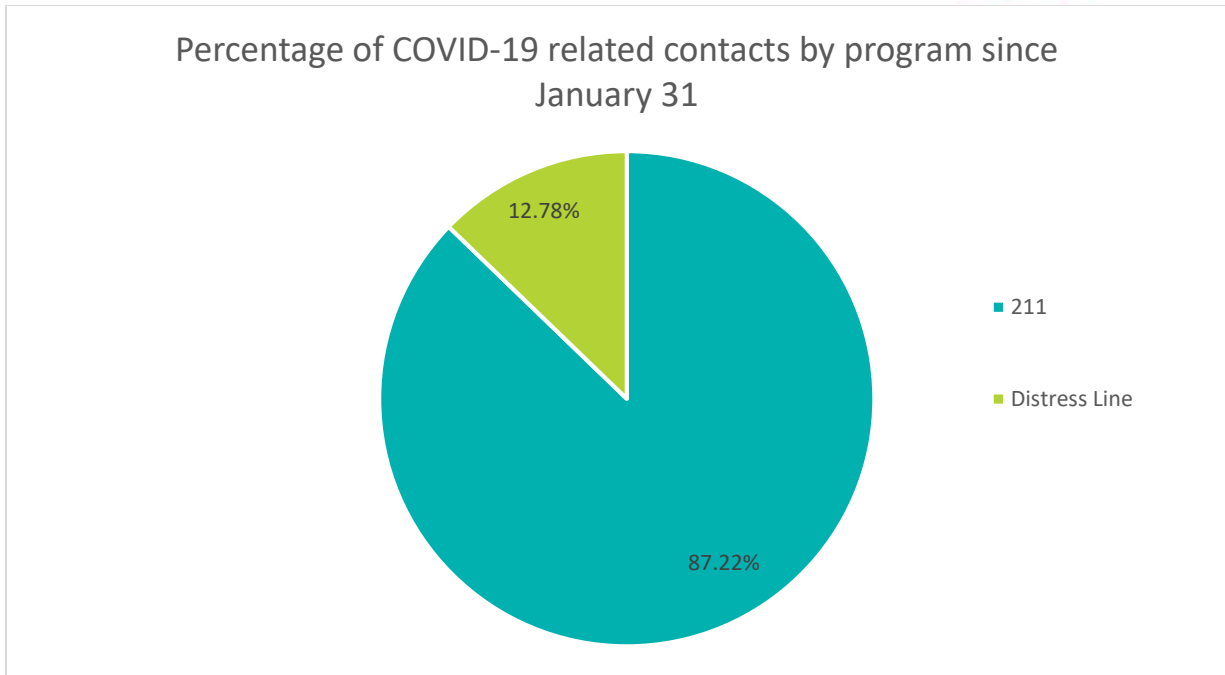
COVID-19 Report

Week 9: March 22, 2020 – March 28, 2020

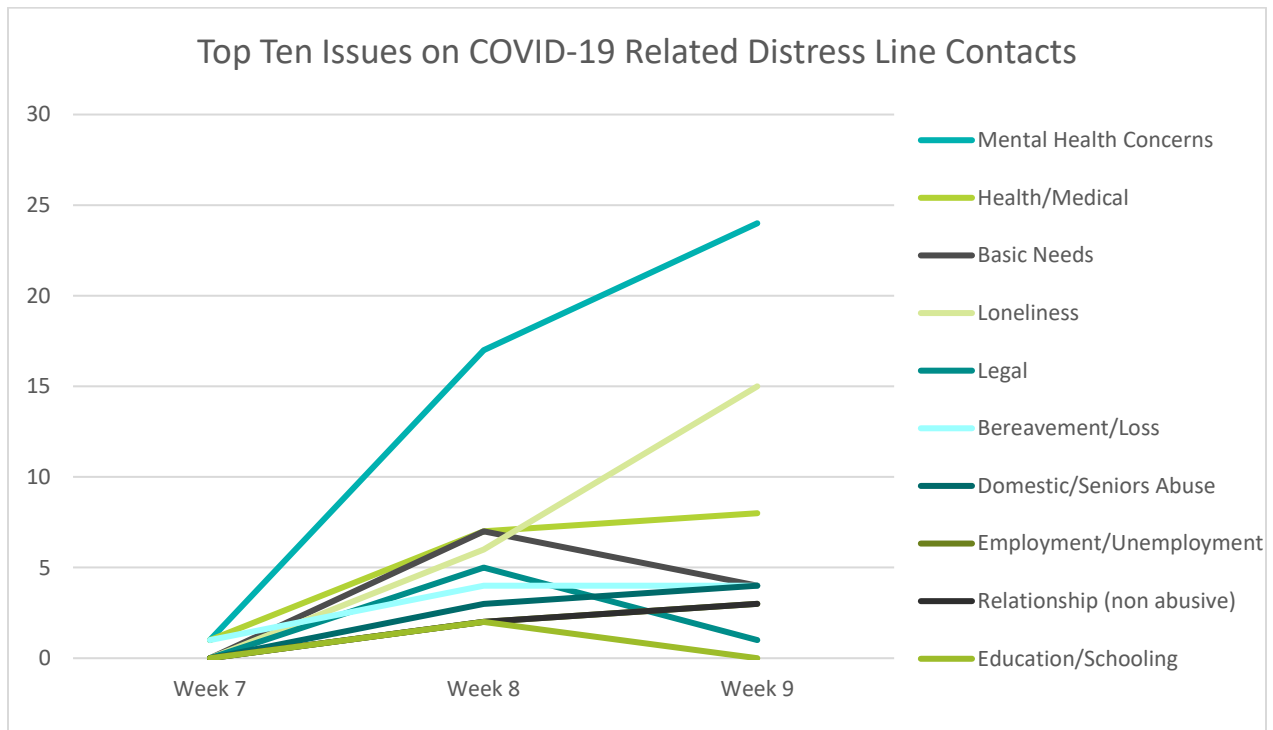


- Our first contact related to COVID-19 was on 211 January 31. First COVID-19 related contact on the Distress Line was February 2.
- Week over week 211 continues to see a higher number of COVID-19 related contacts both in number and percentage.

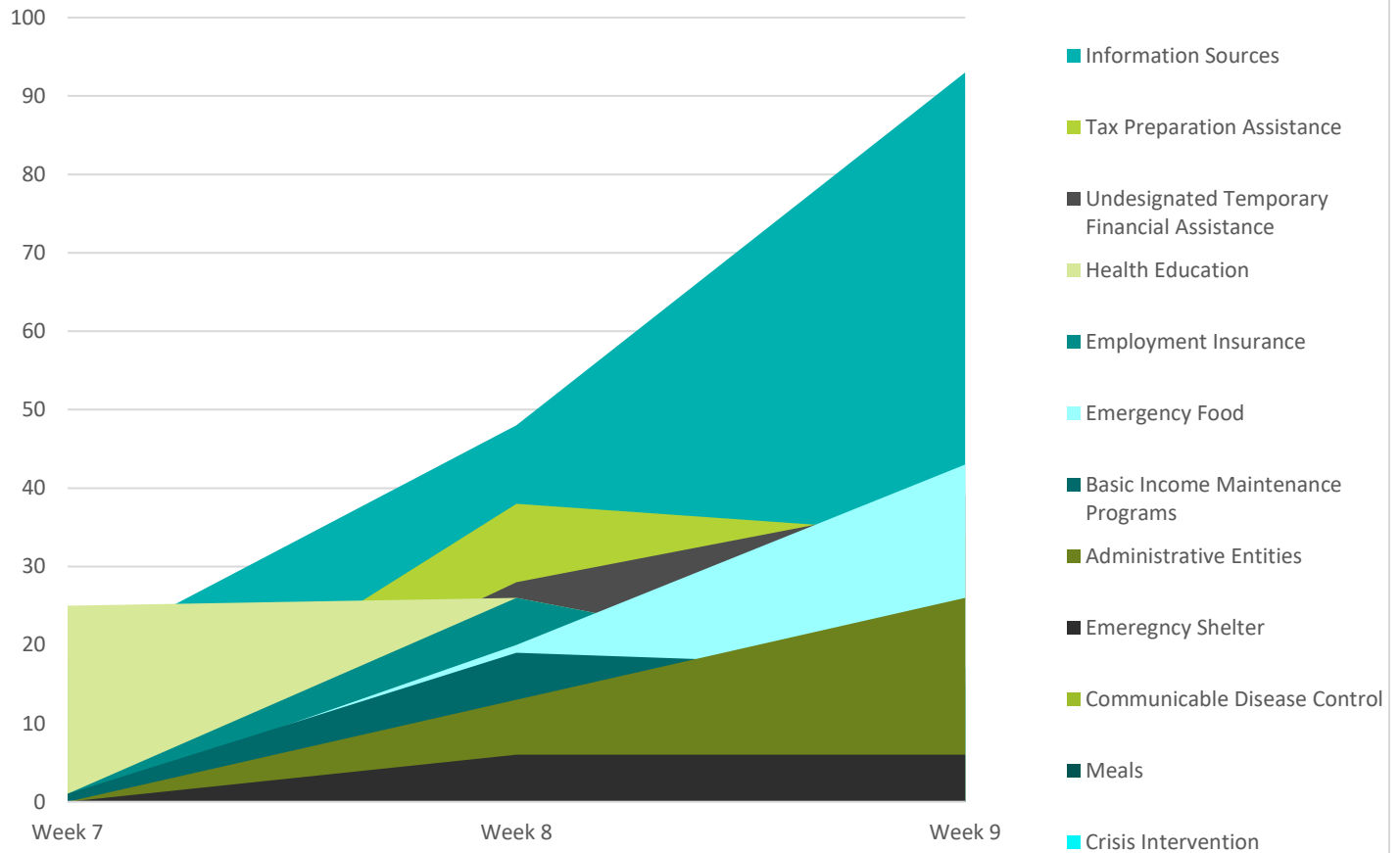




- Our first COVID-19 related contact was on January 31, 2020 on 211.



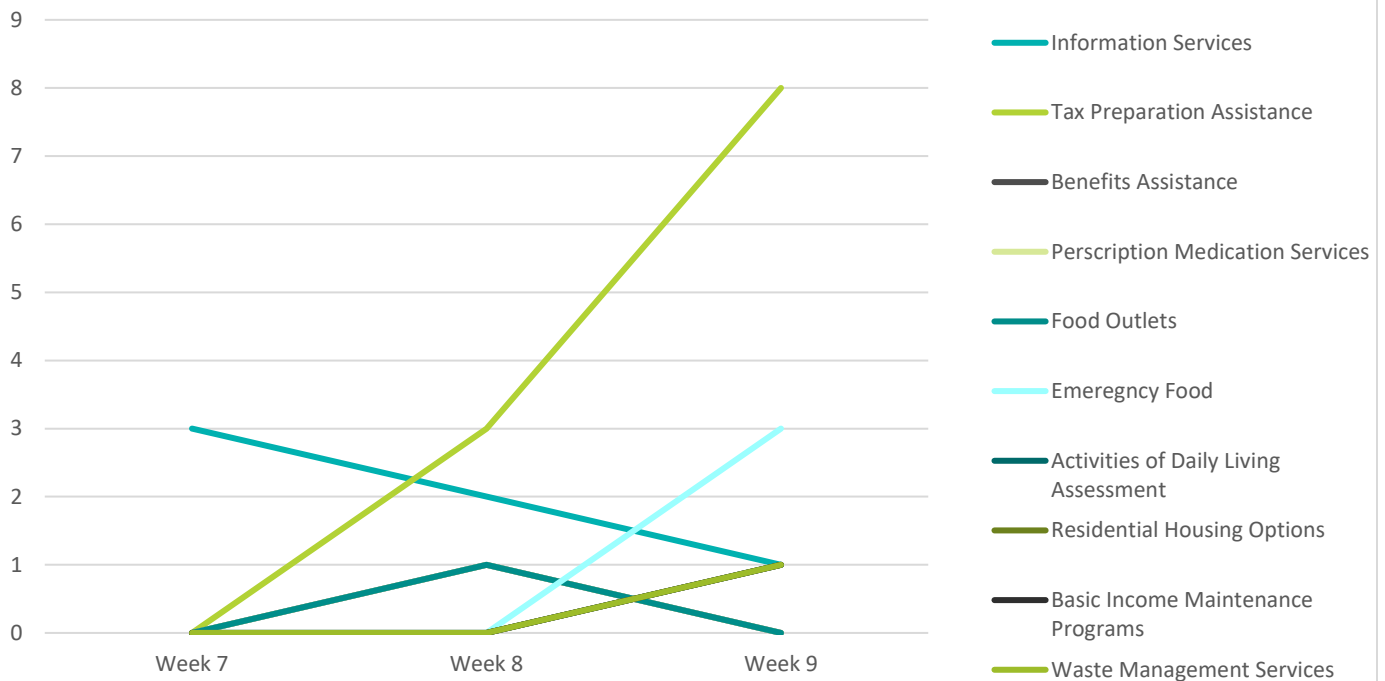
Top Met Needs on COVID-19 Related 211 Contacts



Need	Definition
Administrative Entities	<p>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.</p> <p>Includes: City Government Departments/Offices, Provincial Government Departments</p>
Basic Income Maintenance Programs	<p>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.</p> <p>Includes: Guaranteed Income Supplement, Old Age Security Program, Provincial Social Assistance Programs</p>
Communicable Disease Control	<p>Programs that protect the public health through comprehensive efforts to track the incidence and distribution of the disease in the population.</p> <p>Includes:</p>
Crisis Intervention	<p>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</p>

	<p>return the individual to a state of equilibrium in which they are capable of identifying and seeking solutions to the problem.</p> <p>Includes: COVID-19 Control</p>
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>Includes: 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>Includes: Crisis Shelter, Homeless Drop In Centres, Homeless Shelter</p>
Employment Insurance	<p>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.</p>
Health Education	<p>Programs that provide information that improves the public's understanding of living and working conditions and other factors that safeguard their health and prevent or reduce the risk of injury, disease, disability and premature death.</p> <p>Includes: Disease/Disability Information</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>Includes: 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>Includes: 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

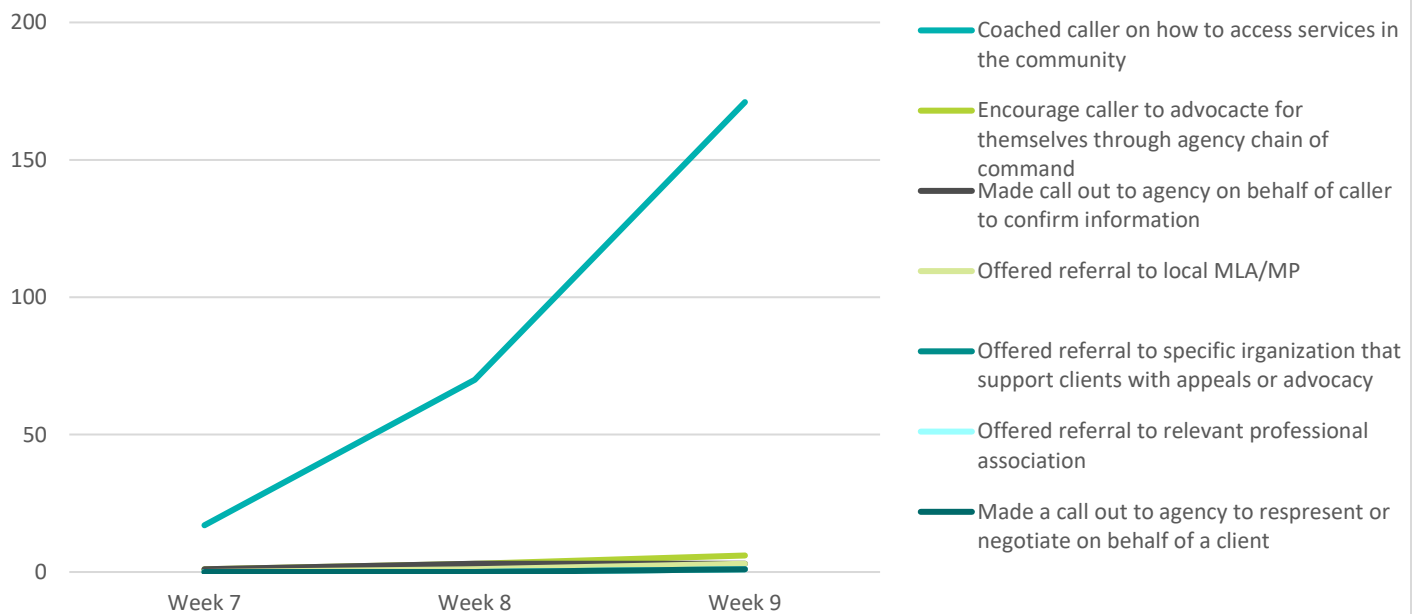


Need	Definition
Activities of Daily Living Assessment	Programs that evaluate an individual's capacity for self-care and their ability to function independently in the context of everyday living and which, where necessary may recommend rehabilitative services, support services or an alternative residential setting.
Benefits Assistance	Programs that provide assistance for people who are having difficulty understanding and/or obtaining grants, payments, services or other benefits for which they are eligible. Programs may help with understanding eligibility, benefits, payment process, provide consultation or advice, help completing application forms, negotiate on their behalf.
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. Includes: Food Banks
Food Outlets	Programs that supply consumers with food and other supermarket products, in many cases at lower than retail prices. Includes: Grocery Ordering/Delivery
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. Includes: Government Information Services , Medical Information Services
Prescription Medication Services	Programs that provide access to low-cost or difficult to obtain prescription drugs or supportive services that help patients take their medications as prescribed by their physician.



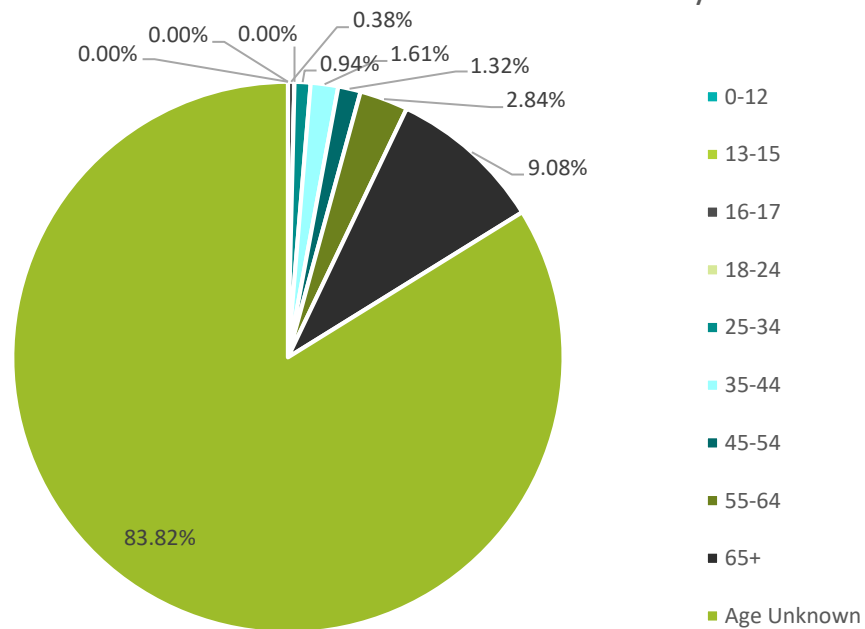
Residential Housing Options	Temporary or long-term residential options for individuals and families who are looking for housing. Included are market rate and subsidized rental. Includes: Low Income/Subsidized Rental Housing
Tax Preparation Assistance	Programs that provide tax preparation services for people who meet income and/or other eligibility criteria.
Waste Management Services	Programs that are responsible for the collection, separation, storage, transportation, processing, treatment and environmentally safety disposal or recycling of solid and liquid waste materials.

Advocacy on COVID-19 Related 211 Contacts



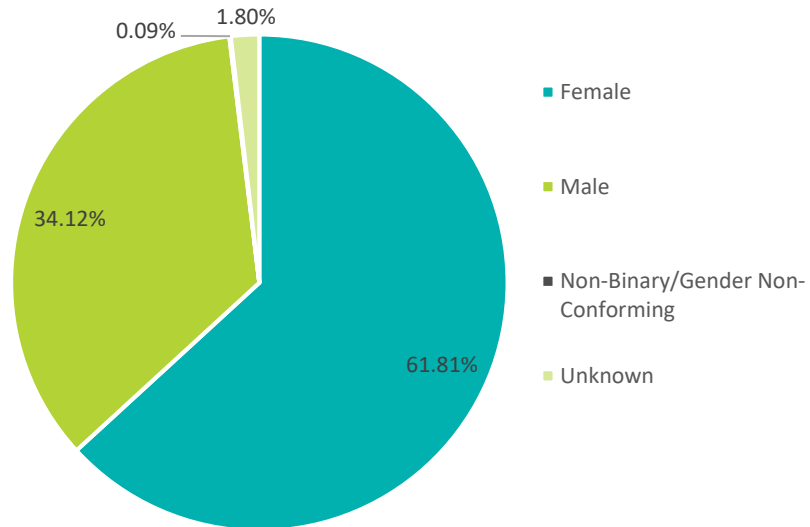
- Coaching callers on how to access services in the community is by far the most common form of advocacy on both COVID-19 related and non-COVID-19 related calls.

Age of service users in COVID-19 related contacts since January 31



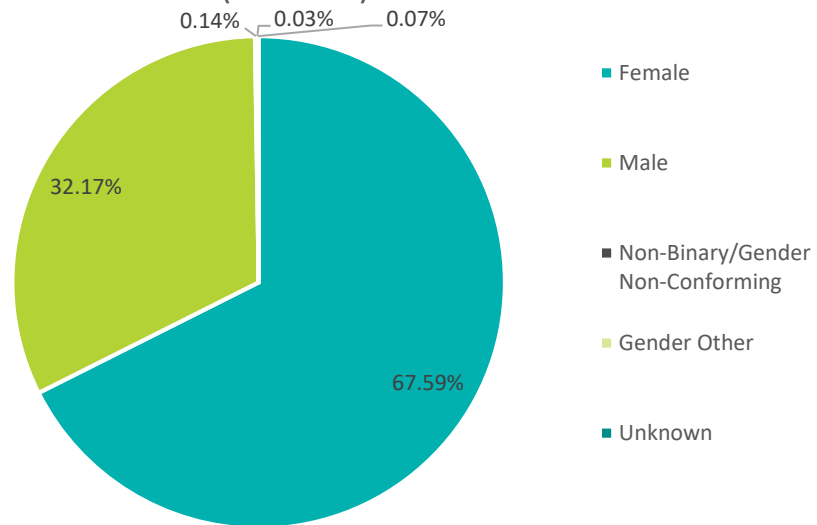
- The service user's age is self-reported in some cases staff may ask age directly if it is relevant to service provision or referrals

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



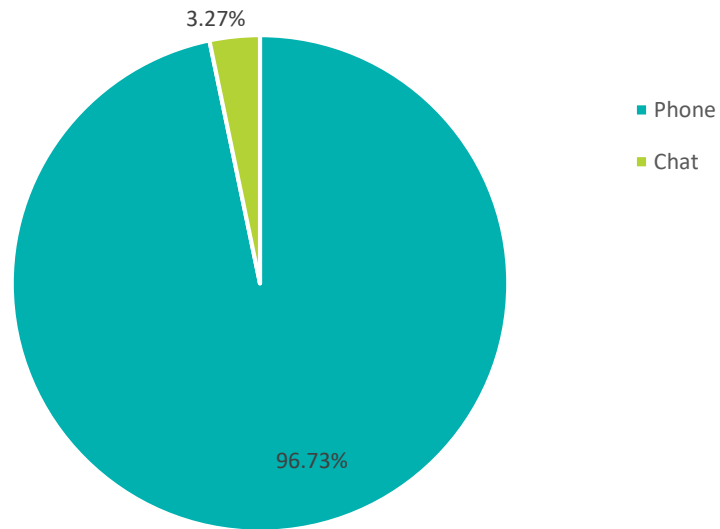
- The service user's gender is self-reported in chat, and often unknown in e-mail contacts. In phone and text contacts gender is selected based on the information provided by the service user.

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

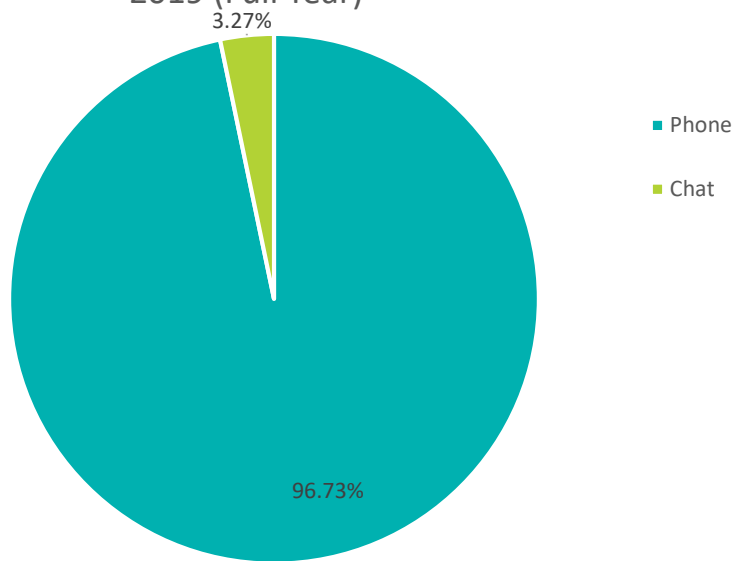




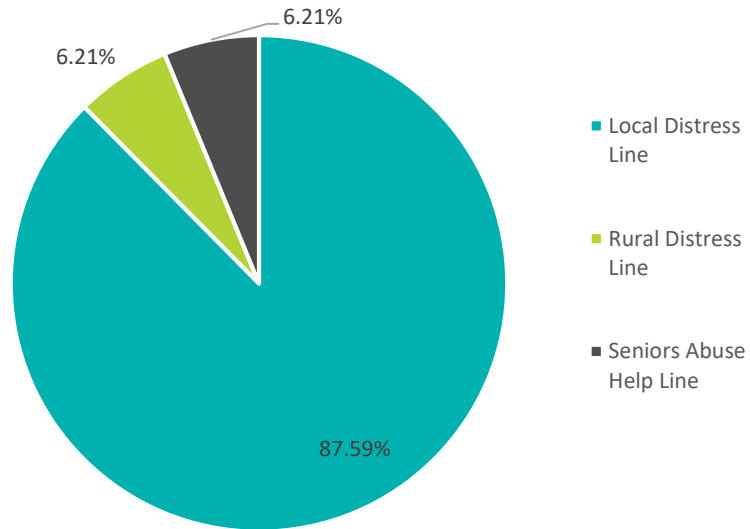
Percentage of COVID-19 Distress Line contacts by mode since January 31



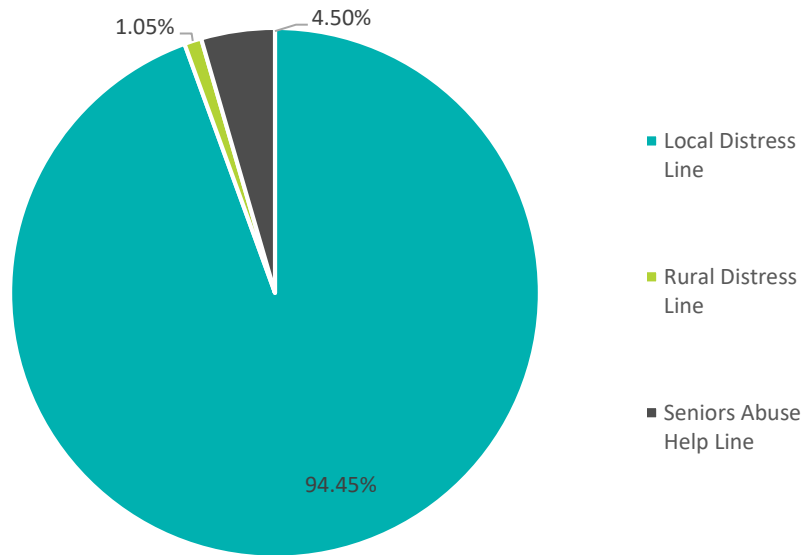
Comparison: Percentage Distress Line contacts by mode 2019 (Full Year)



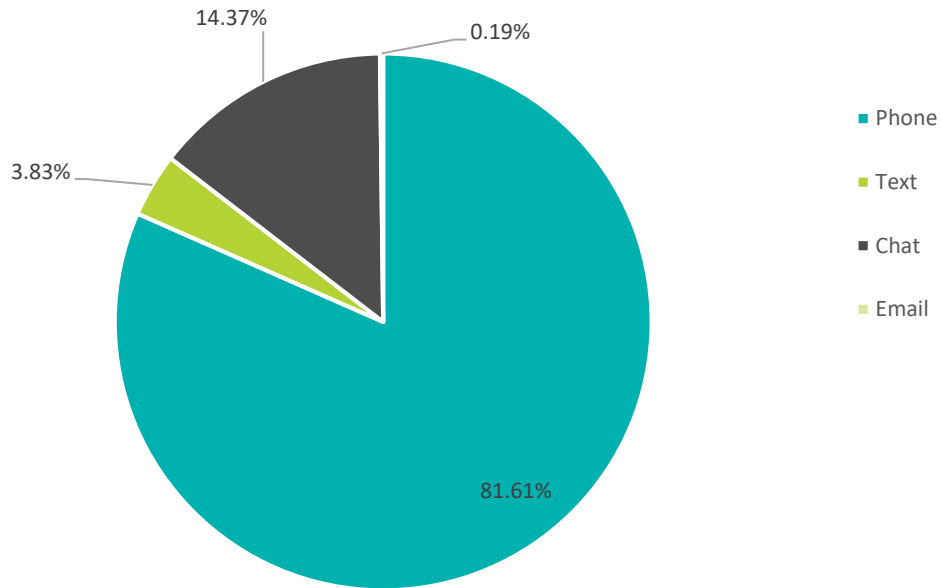
Percentage of COVID-19 Distress Line contacts by line since January 31



Comparison: Percentage Distress Line contacts by line 2019 YTD

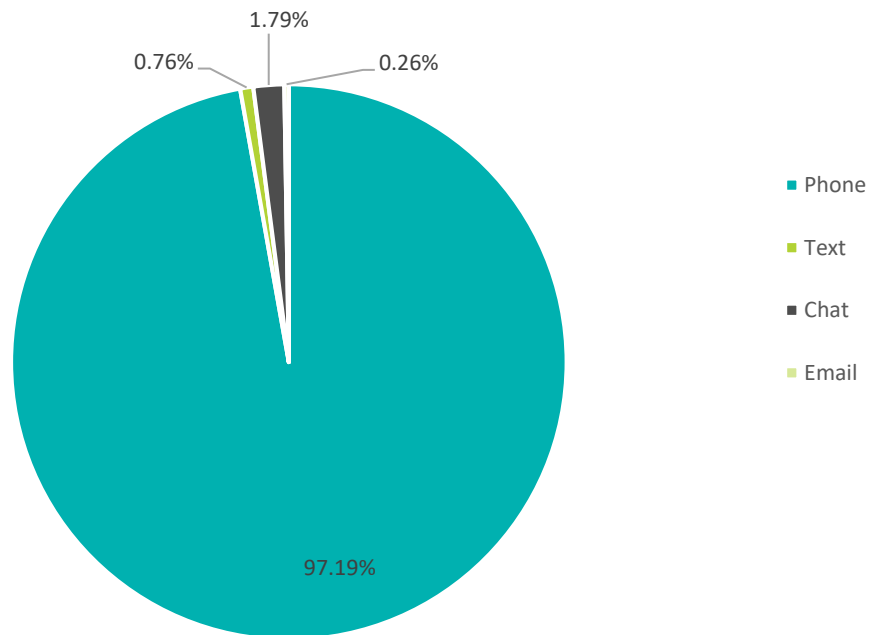


Percentage of COVID-19 related 211 contacts by mode since January 31



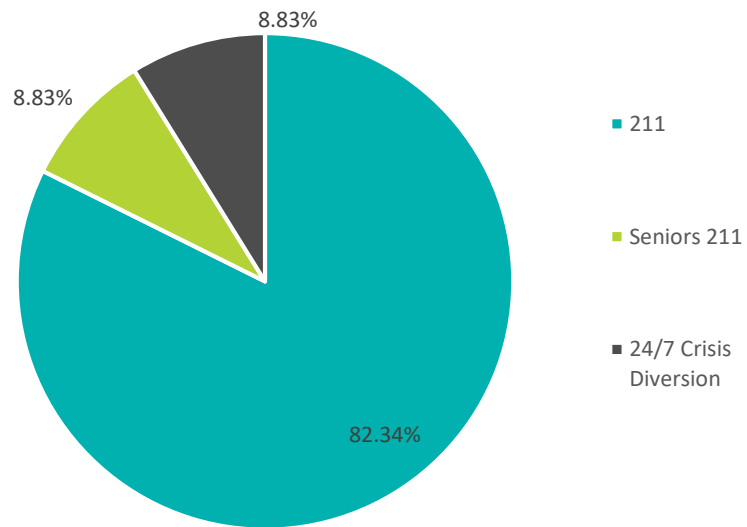
- 211 chat and text were expanded to 24/7 in February of 2020.

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)

