

COVID-19 Report

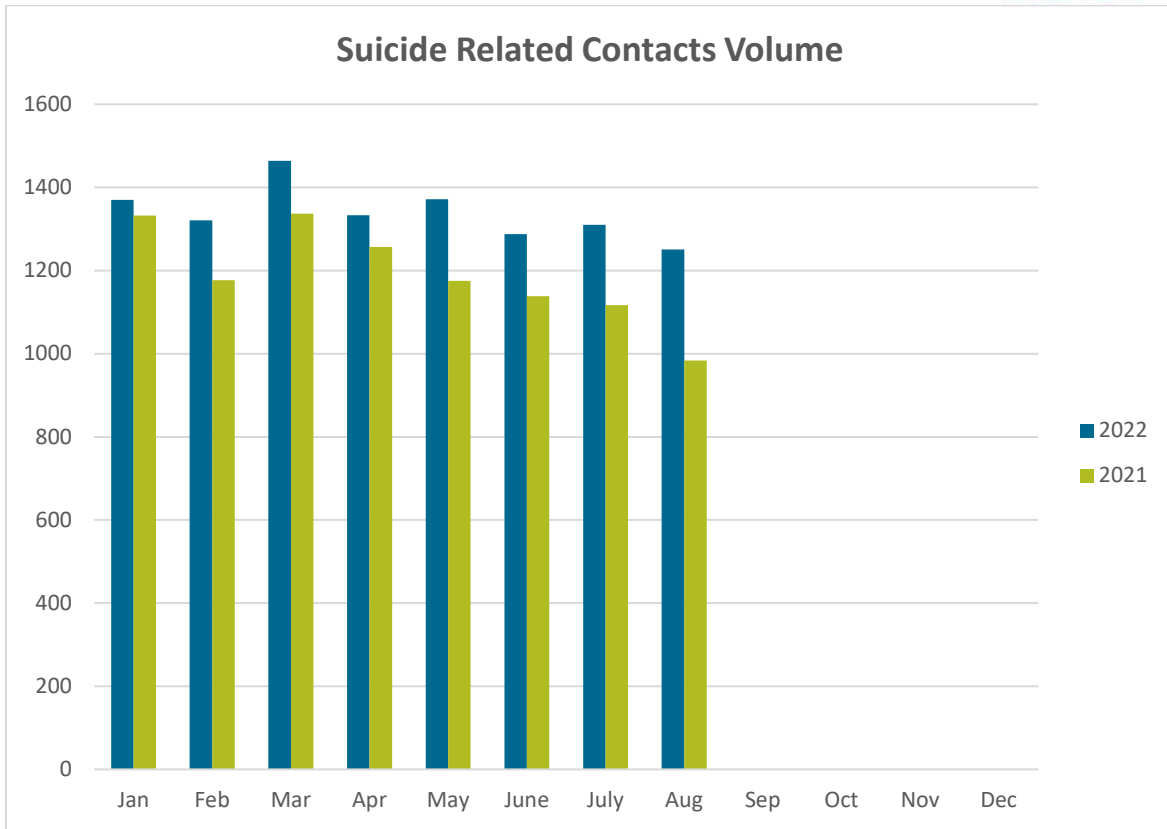
August 2022

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

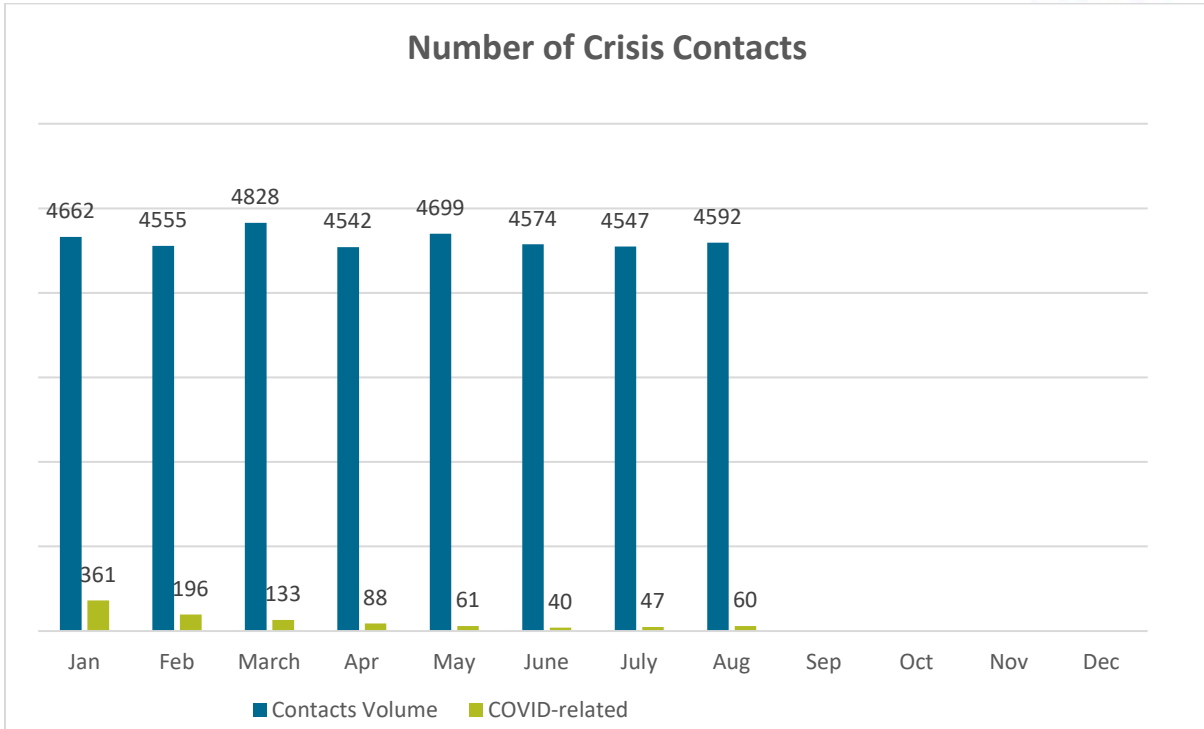
Top Issues across all Crisis Contacts in August	
#1	Anxiety
#2	Suicide Ideation
#3	Depressed Mood
#4	Isolation/Loneliness
#5	Family Relationships
#6	Intimate Partner Relationships
#7	Long-term Mental Illness
#8	Parent/Child Relationships
#9	Financial
#10	Friendships

Top Issues across COVID-19 related Crisis Contacts in August	
#1	Anxiety
#2	Isolation/Loneliness
#2	Depressed Mood
#4	Employment
#5	Family Relationships
#6	Financial
#7	Suicide Ideation
#8	Parent/Child Relationships
#8	Sleeping Issues
#10	Friendships

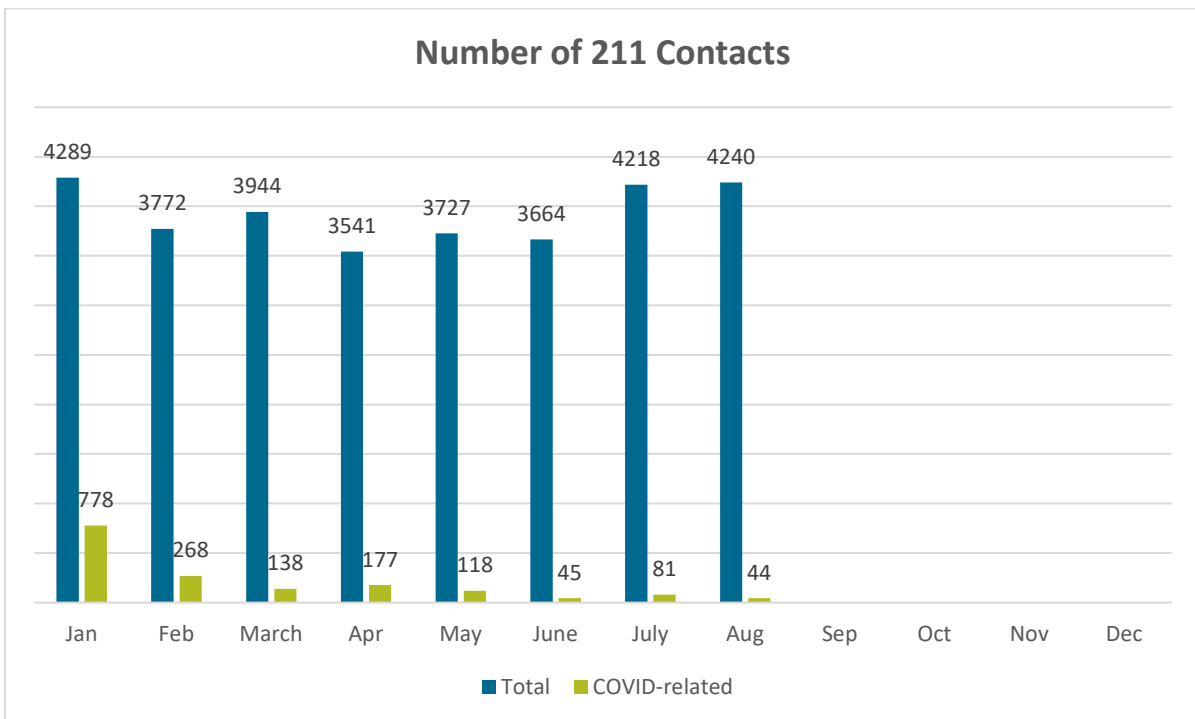
- Eight of the top issues in COVID-19 related contacts are within the top ten issues across all Crisis contacts.



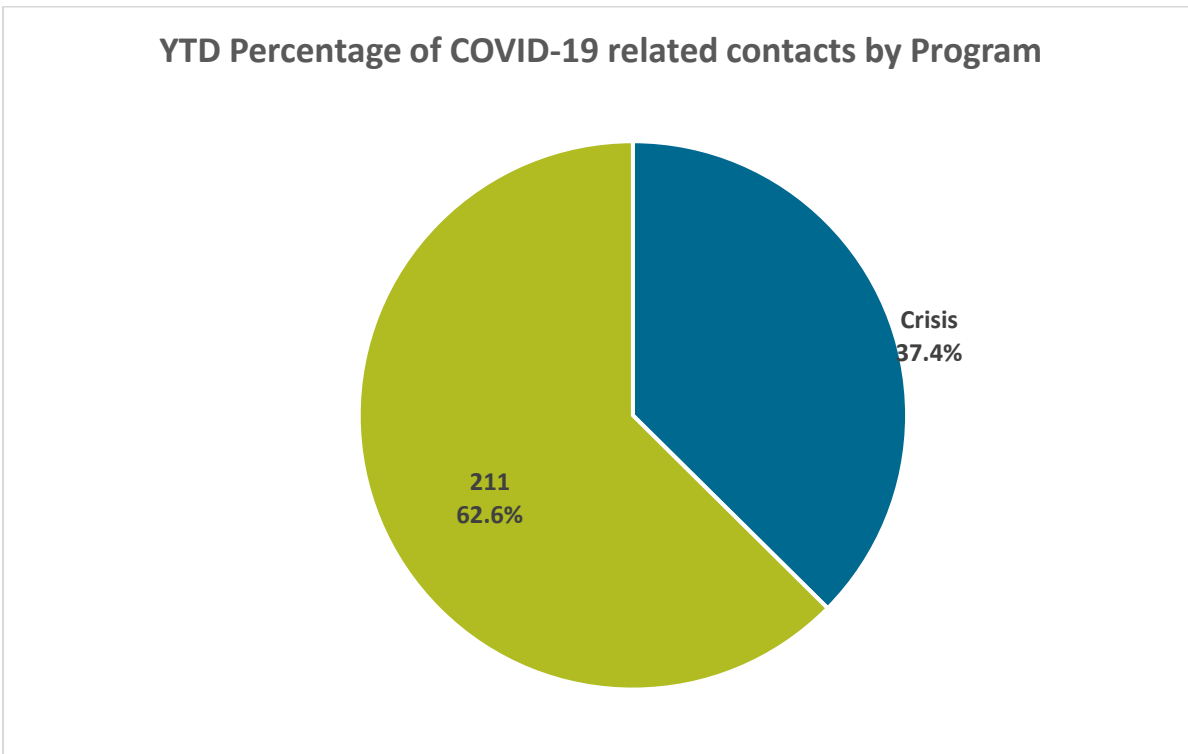
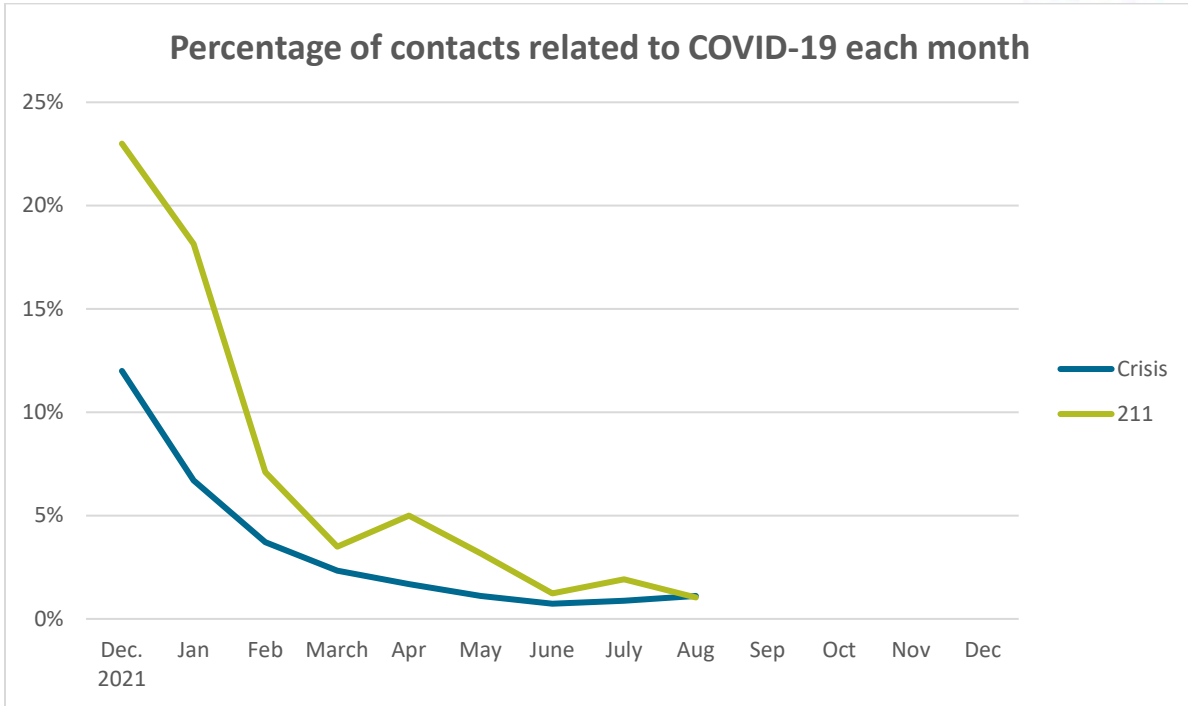
- In August, we saw a 27% increase in suicide related contacts compared to August 2021.
- YTD, we have experienced a 13% increase in suicide related contacts compared to the same period last year.
- In August, we saw a 73% increase in reportable disclosure over August 2021. YTD, volume of reportable disclosures in 2022 is 15% more than was reported same period in 2021.

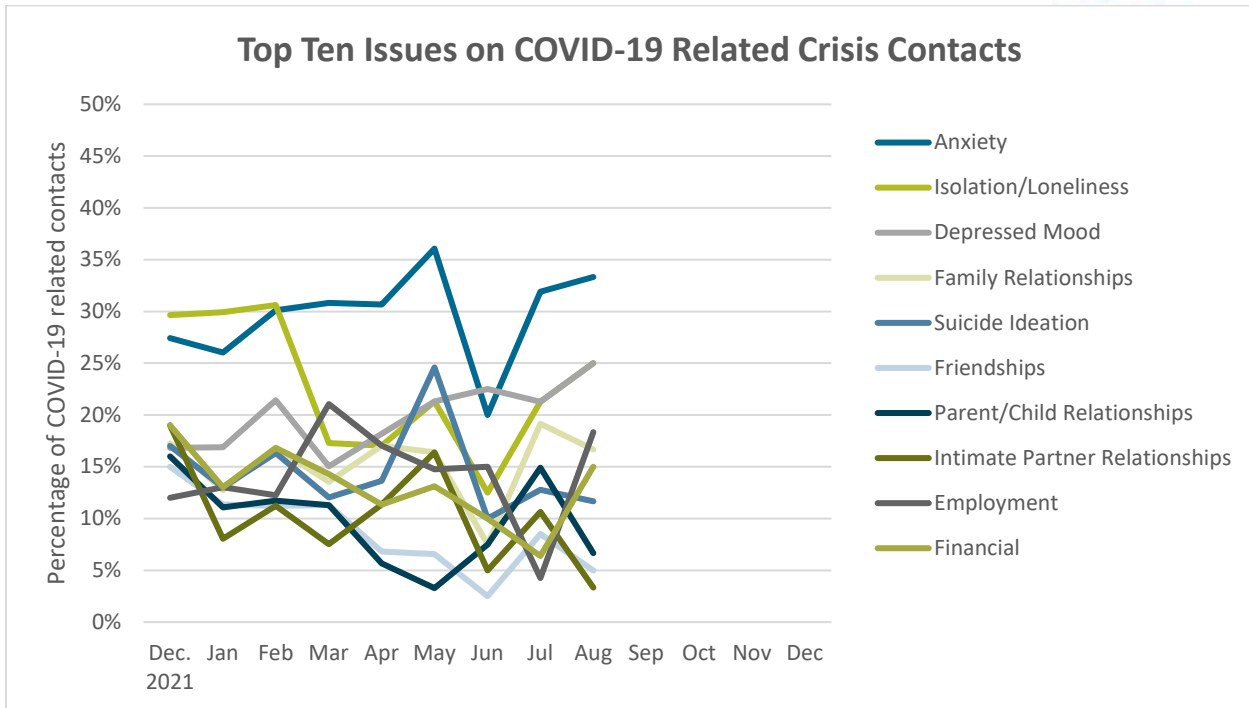


- In August, 1% of crisis contacts were related to COVID-19.
- Hang-ups and prank calls were not included in the contact volume count.

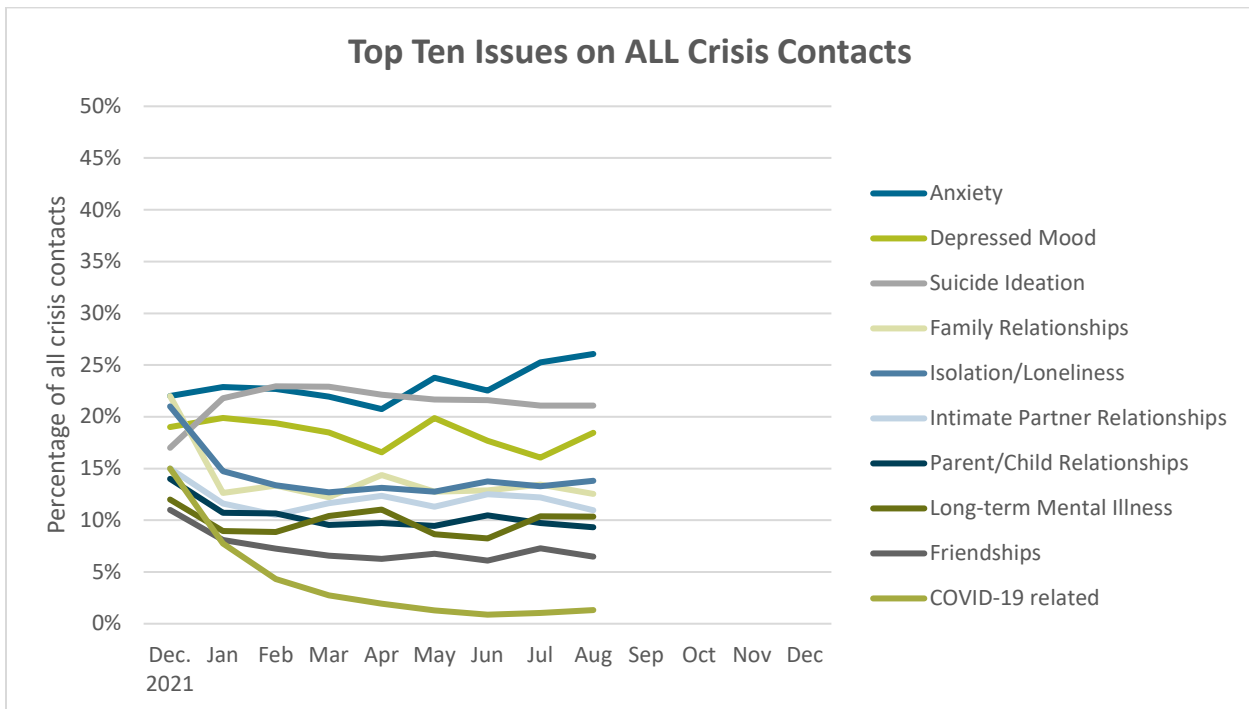


- In August, 1% of 211 contacts were related to COVID-19.

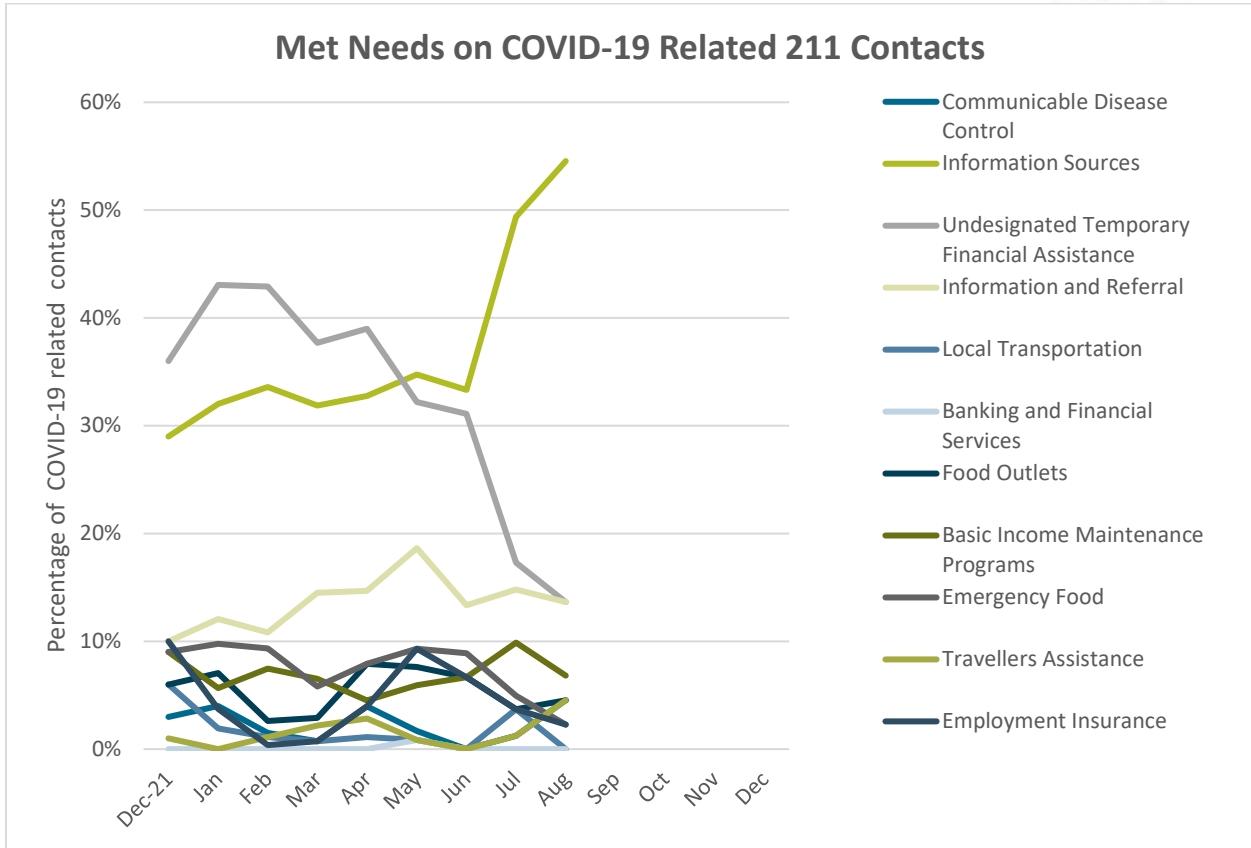




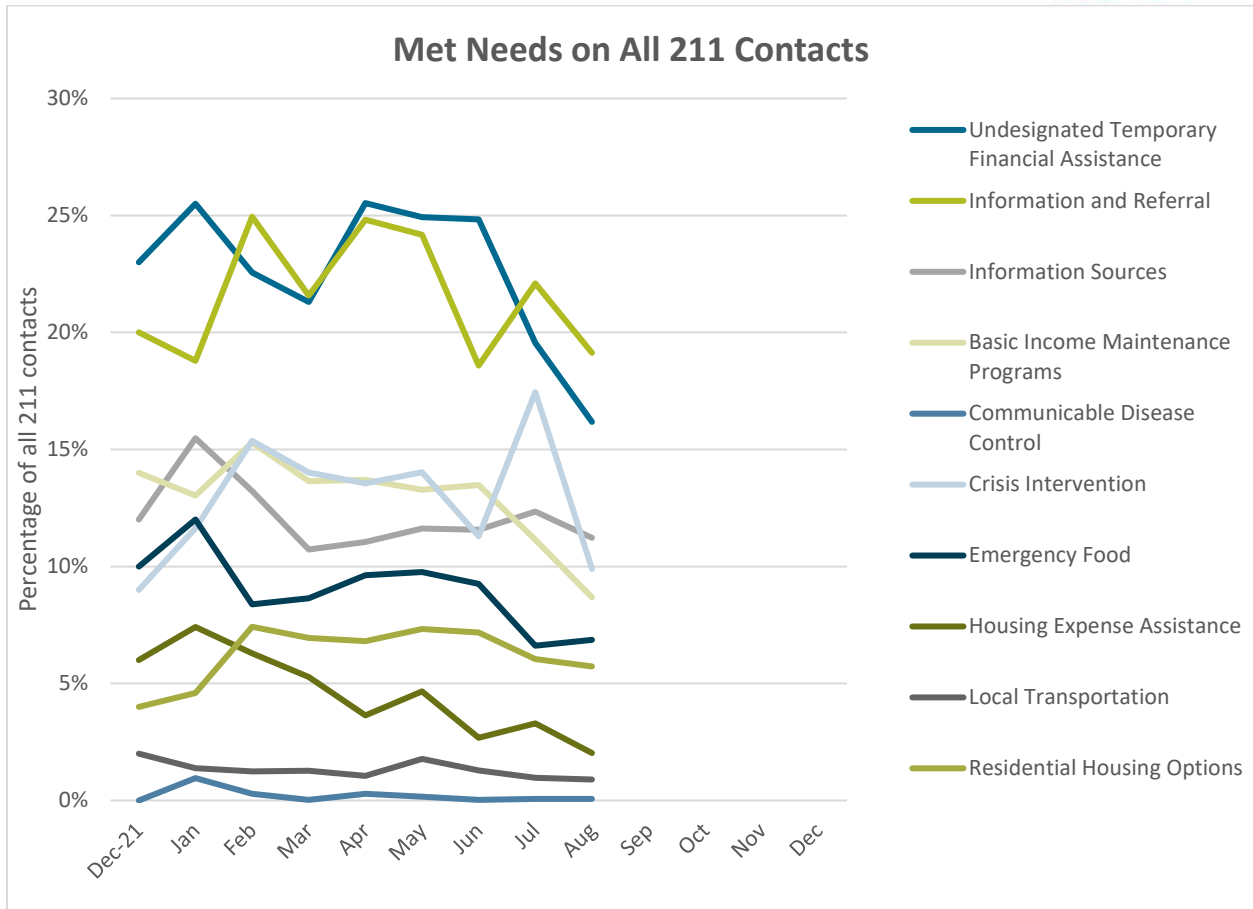
- These are the top ten Covid-19 related contact issues that presented in 2021.



- These are the overall top ten contact issues that presented in 2021.



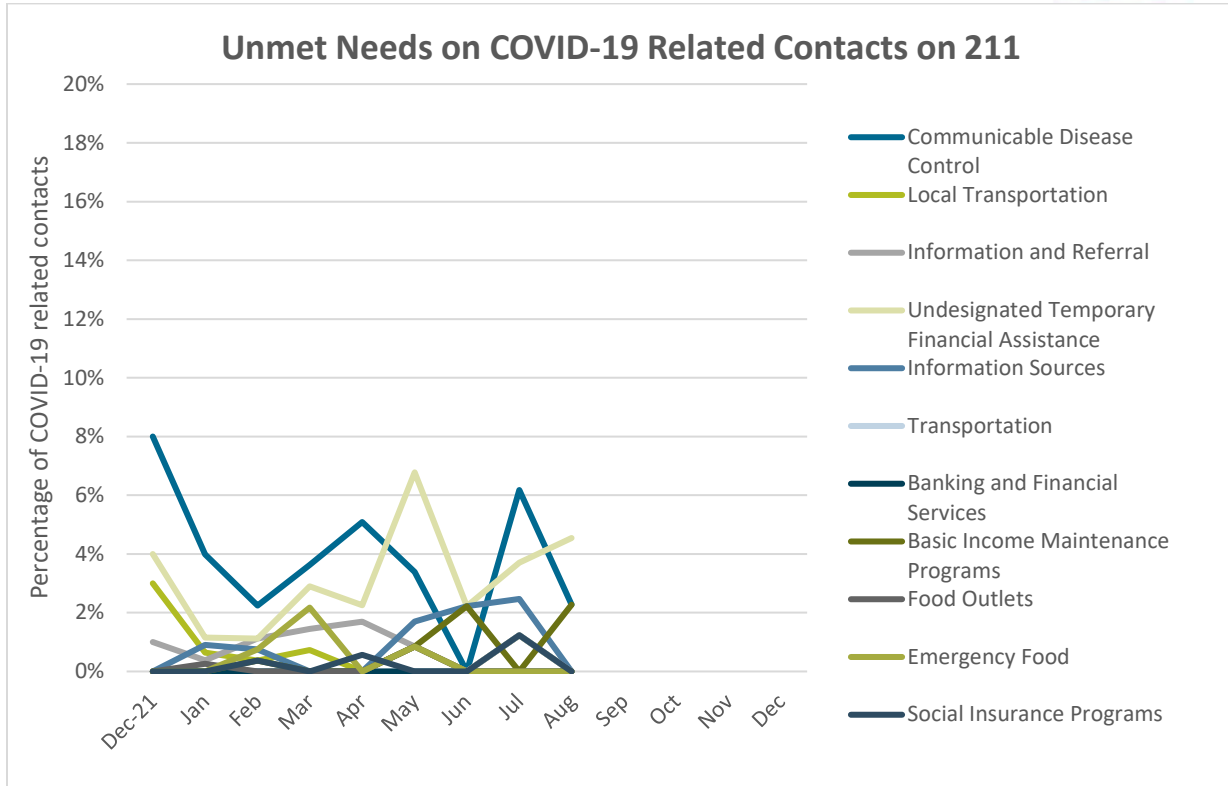
- These are the top met needs on COVID-19 related 211 contacts in 2021.



- These are the top met needs on All 211 contacts in 2021.
- 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
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.
Banking and Financial Services	Organizations that are engaged in transactions involving the creation, liquidation or change in ownership of financial assets and/or facilitating financial transactions.
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.
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.
Local Transportation	Organizations that arrange for or provide transportation for individuals whose points of origin and destinations are within their community or other nearby communities. These organizations also provide information for the public about rates, schedules and routes for these services.
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 and purchase options; facilities for people who do not want to establish independent households or cannot afford to do so; and housing for older adults and people with disabilities who are capable of maintaining independent

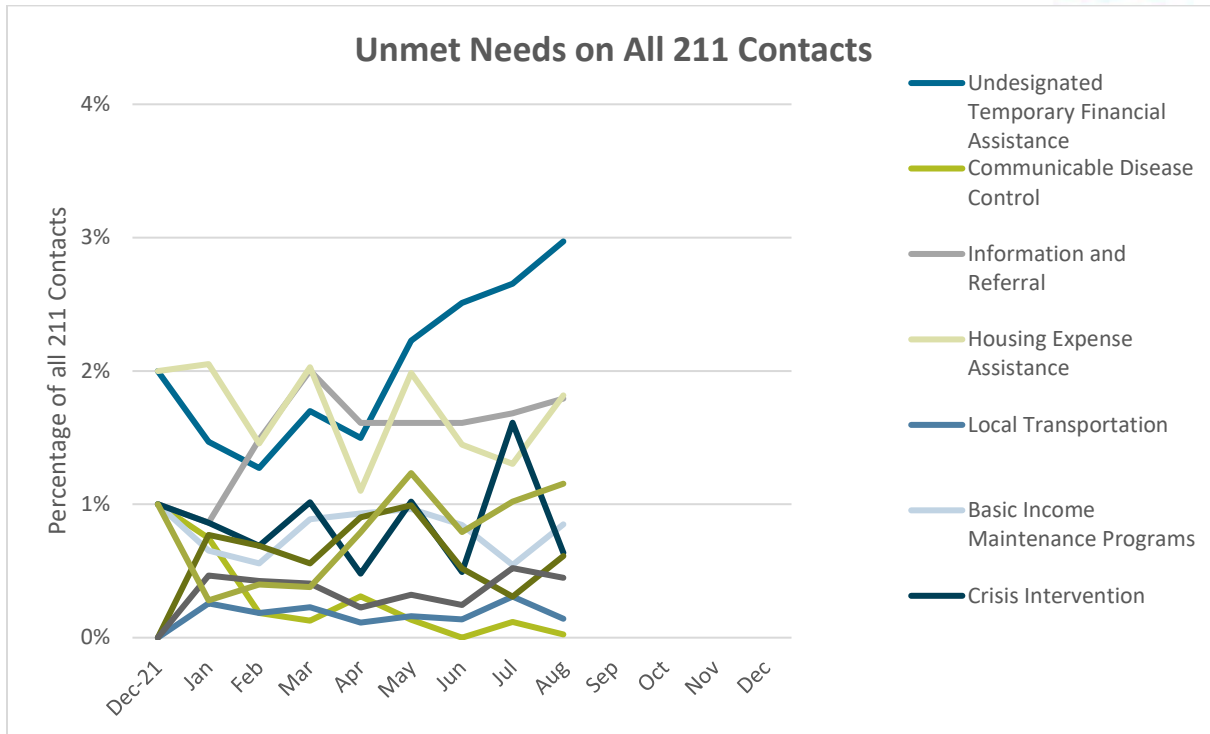
	living in a communal environment without any form of supervision, care or support.
Travellers Assistance	Programs that provide supportive services including information and emergency assistance for tourists, travellers or other visitors who have encountered problems, need directions or trip planning services to reach a destination or require information about the local transportation system.
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 are the top unmet needs on COVID-19 related 211 contacts in 2021.

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

Reason	Count Of Unmet Needs
No program found to meet need	1
Caller refused referral	3
No agency open at this time	1



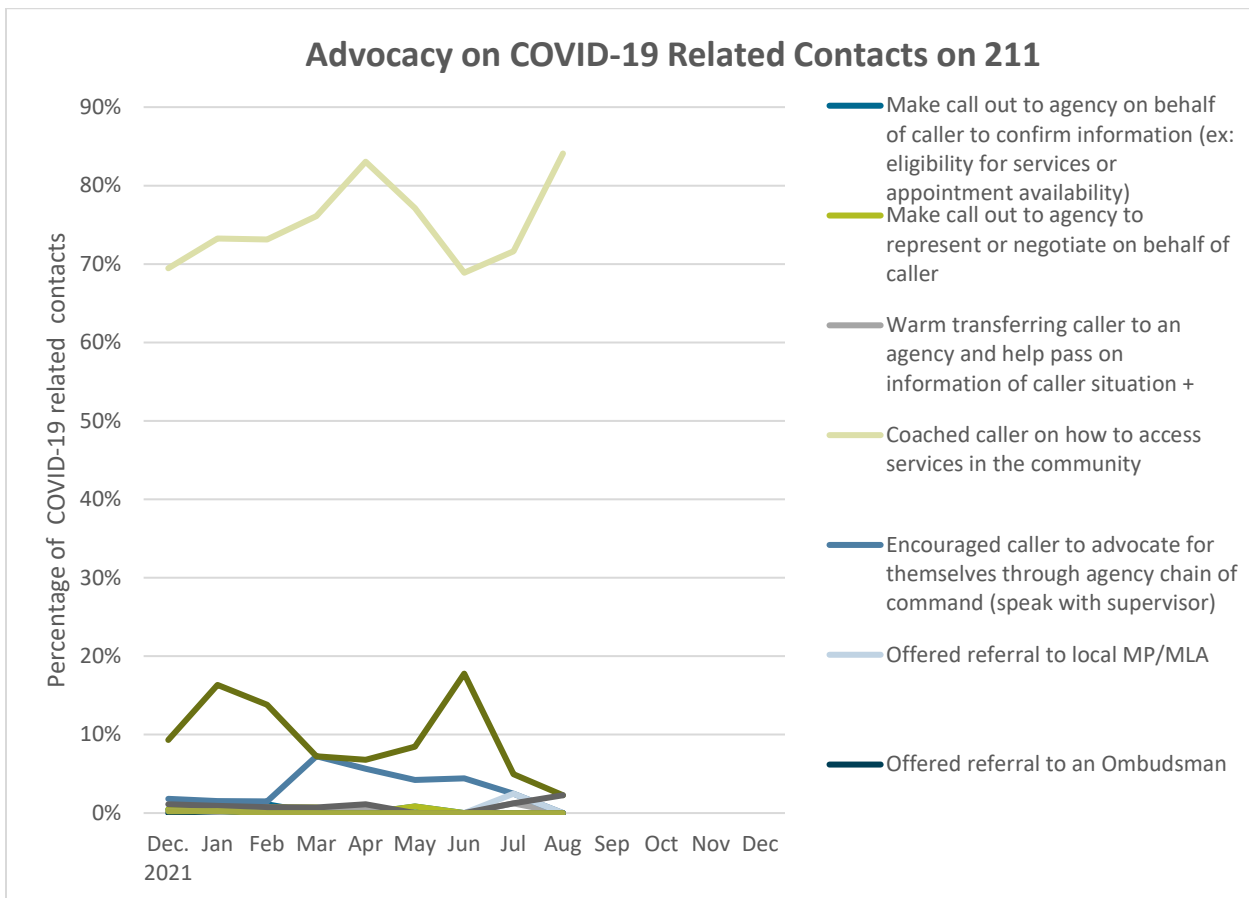
- These are the top unmet needs all 211 contacts in 2021.
- See next page for the definitions of the unmet needs.

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

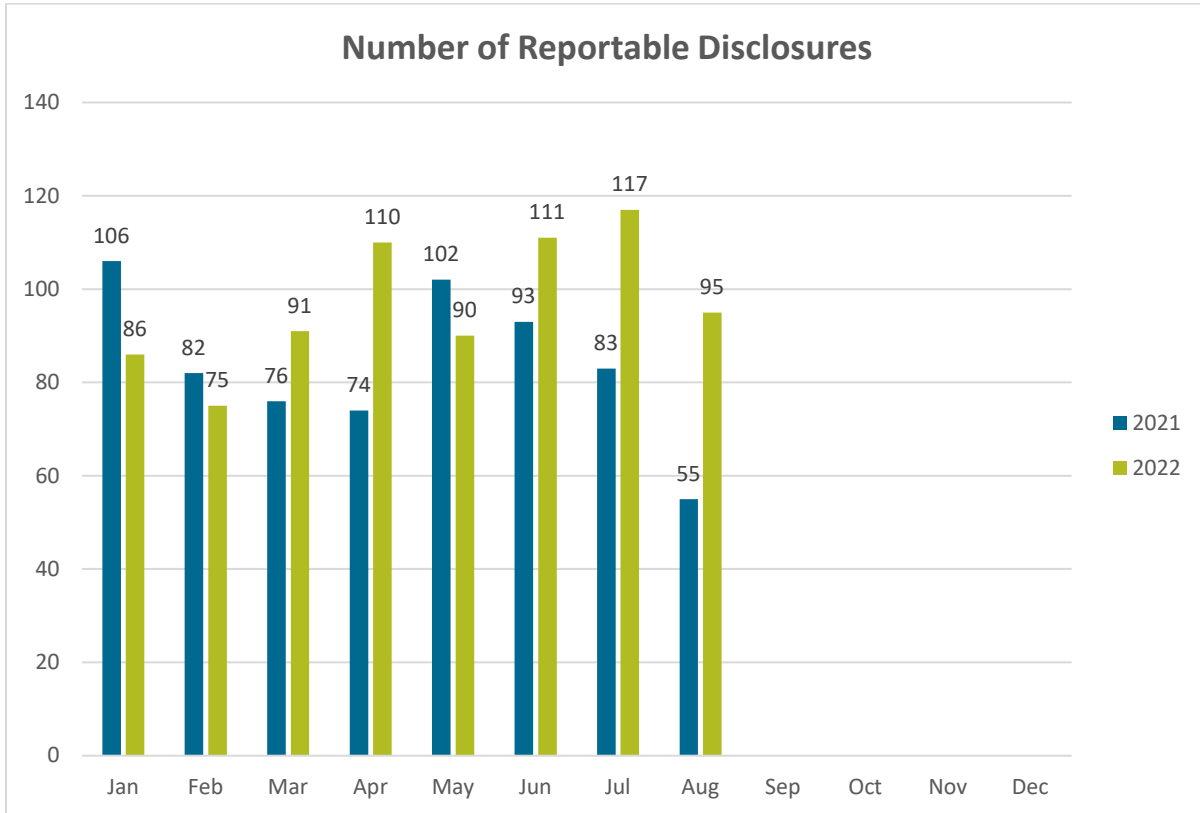
Reason	Count of Unmet Needs
Agency full waiting list	31
Agency resources depleted	102
Caller refused referral	156
Client cannot afford the service	1
Client has used all available services	16
Client ineligible for services	96
Client withdrew	54
No agency open at this time	5
No financial assistance available	17
No program found to meet need	72
Other	68
Unable to contact client	9

Need	Definition
Banking and Financial Services	Organizations that are engaged in transactions involving the creation, liquidation or change in ownership of financial assets and/or facilitating financial transactions.
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.
Emergency Shelter	Programs that provide a temporary place to stay for newcomers, travelers, people who are in crisis, or homeless individuals in the community.
Food Outlets	Programs that supply consumers with food and other supermarket products, in many cases at lower than retail prices.
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.
Local Transportation	Organizations that arrange for or provide transportation for individuals whose points of origin and destinations are within their community or other nearby communities. These organizations also provide information for the public about rates, schedules and routes for these services.
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.
Transportation	Programs that provide for the basic transportation needs of the community including the local and long-distance conveyance of people and goods, and special arrangements for older adults, people with disabilities and other

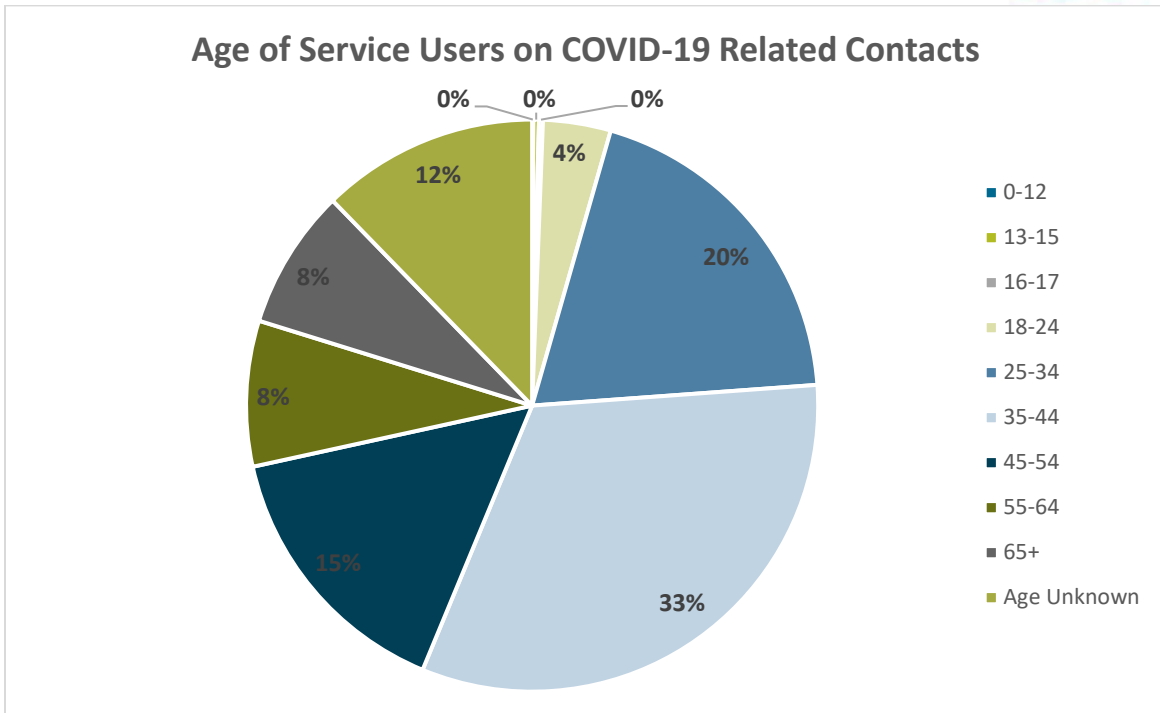
	community residents who have no personal transportation and are unable to utilize public transportation. Also included are programs that provide information, emergency assistance and other supportive services to meet the needs of tourists, travellers and other visitors.
Undesignated Temporary Financial 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 for having their utilities shut off; offer discounted utility services; provide disconnection protection; arrange for notification regarding pending disconnection; make available special services such as large print utility bills or levelized energy bill payment arrangements which support people's ability to make their payments; or supply wood, propane, butane or other fuel for heating or cooking purposes in situations where people have no other means of acquiring them. Utility assistance programs may have age, income, disability, need or other eligibility requirements.



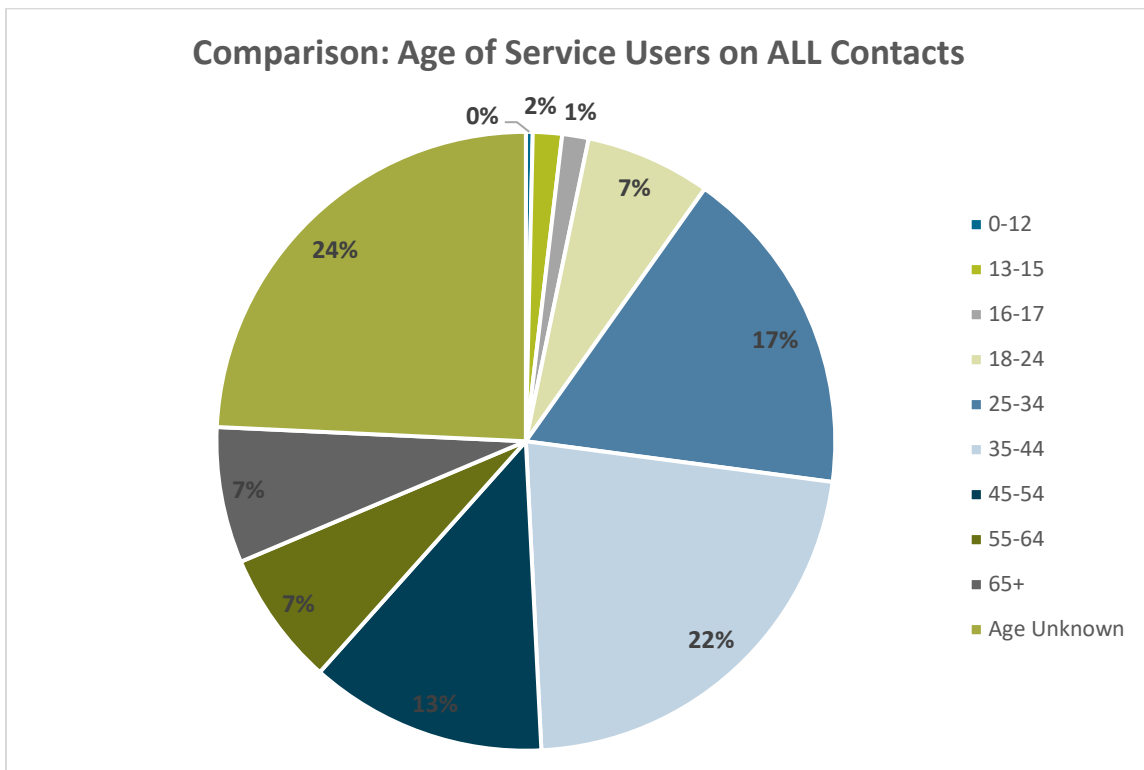
- Coaching service users on how to access services in the community remains the most common form of advocacy on both COVID-19 related and non-COVID-19 related 211 contacts.



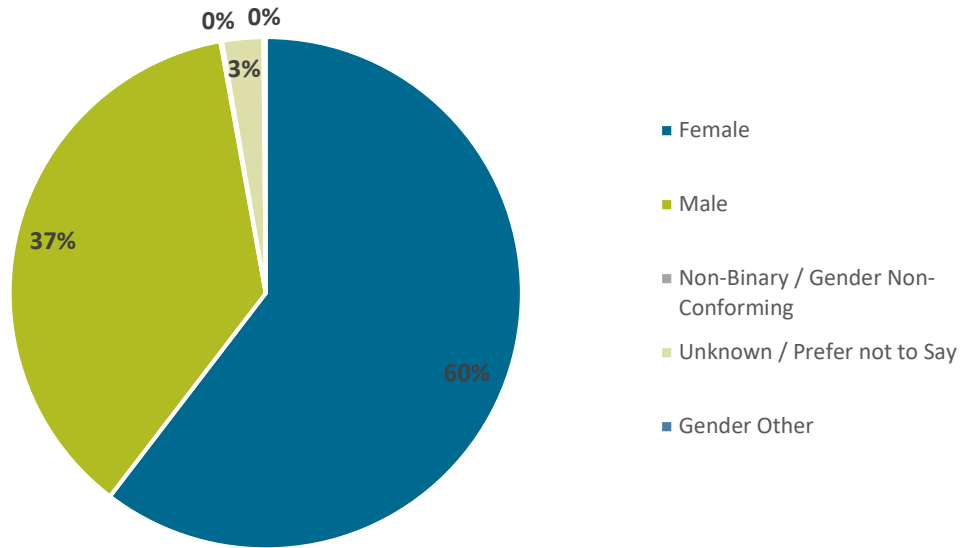
- Reportable Disclosures refer to contacts where we are ethically and legally obligated, to report a service user’s situation to police, or child welfare services, to prevent harm to themselves or others.



- 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.

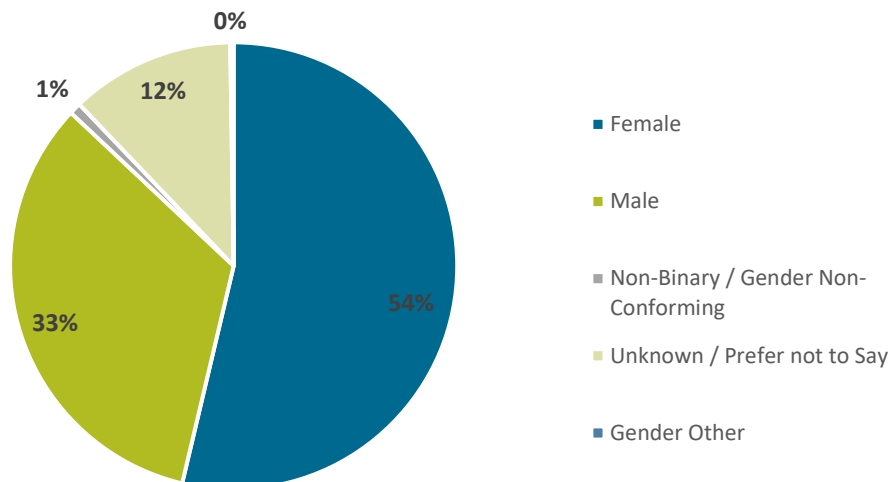


Gender of Service Users on COVID-19 Related Contacts

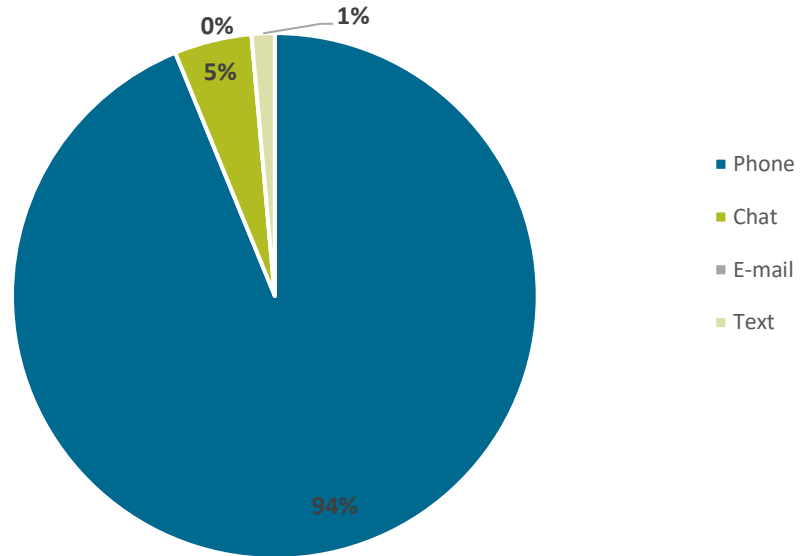


- The service user’s gender is self-reported in chat, and often unknown in e-mail contacts. In phone and text contacts gender is selected based on the information provided by the service user.

Comparison: Gender of Service Users on All Contacts

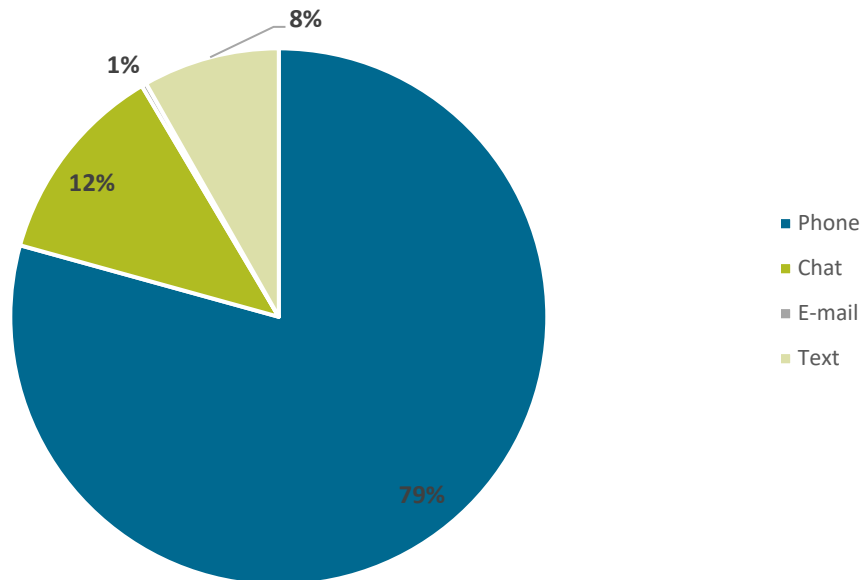


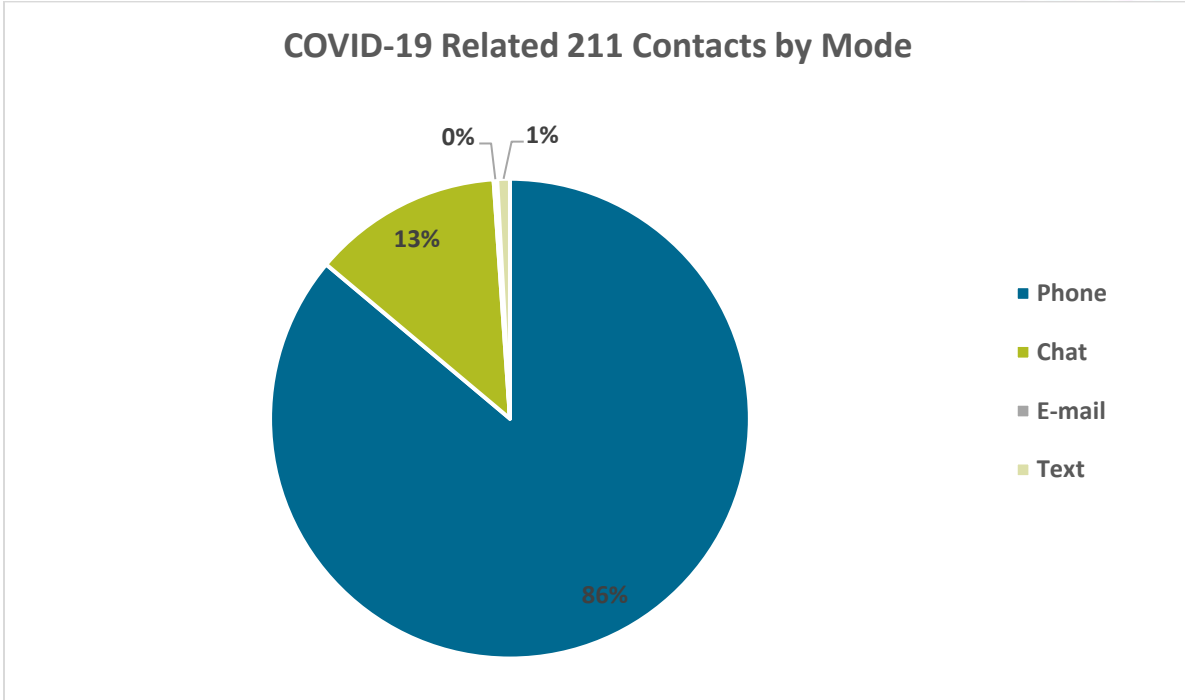
COVID-19 Related Crisis Contacts by Mode



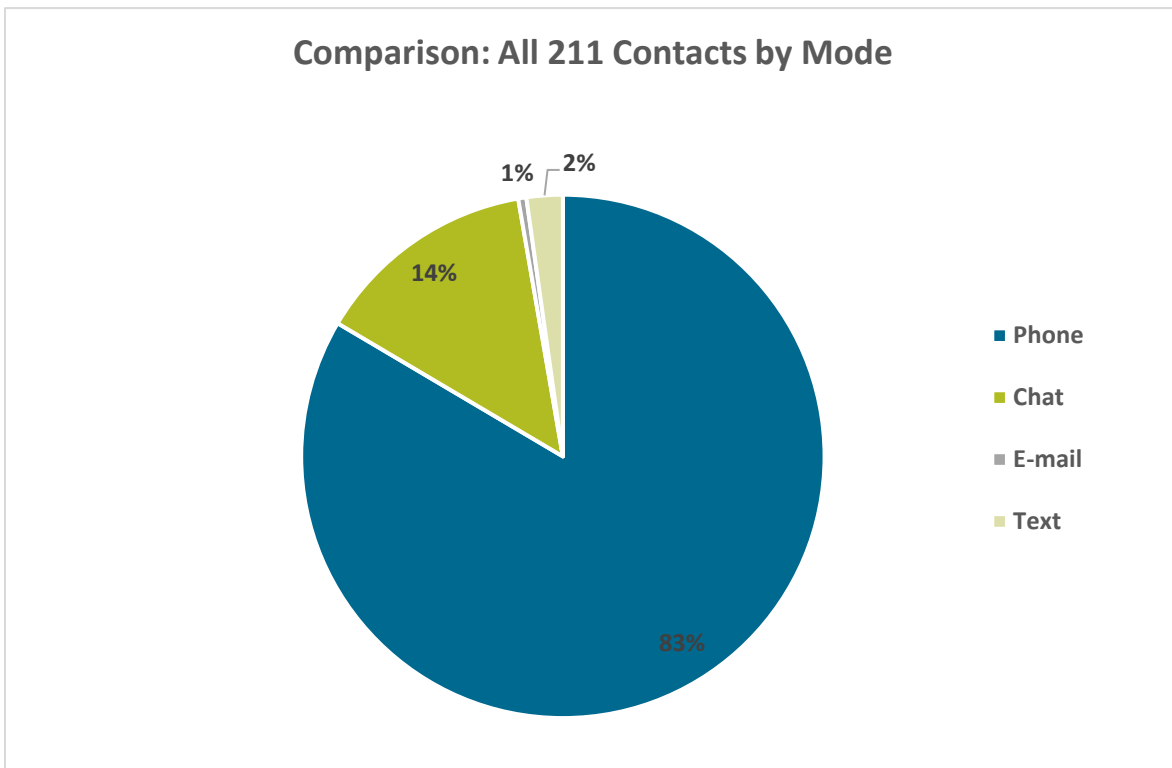
- Service users have been more likely to discuss COVID-19 on crisis phone contacts compared to other modes in crisis.

Comparison: All Crisis Contacts by Mode





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



Language Calls on COVID-19 Related Contacts

Requested Language	YTD Number of COVID-19 Related Contacts
Arabic	1
Cantonese	1
Mandarin	1
Oromo	1
Punjabi	2
Spanish	3
Total	9