



# MONTHLY REPORT

## APRIL 1-30, 2020

211 Ontario is an award-winning, 24-hour helpline and website, offering referrals to an extensive database of Ontario's community and social services.

211 is also a valuable tool for policy makers because it highlights:

- **NEEDS** - which are a breakdown of the specific areas of concern identified by callers
- **UNMET NEEDS** - when 211 cannot provide a referral to a community service (some services have stopped due to COVID-19)

### Top 5 NEEDS from 211 Ontario

FOOD ACCESS



26%

*\*Seeking open food banks, location of food banks, delivery of food for those self-isolating*

INCOME SUPPORT/  
FINANCIAL ASSISTANCE



14%

*\*CERB information, EI, looking for financial assistance*

HEALTH INCLUDING  
MENTAL HEALTH  
AND ADDICTIONS



13%

*\*Mental Health Assessment and treatment/ Substance use disorder services/Public Health*

INFORMATION  
SERVICES



11%

*\*Medical and Municipal Information services eg. Quarantine Act enforcement*

GOVERNMENT/  
ECONOMIC SERVICES



10%

*\*Tax organization services/ Financial assistance for business owners*

\*Numbers represent percentages of call volume

### Top 5 UNMET NEEDS from 211 Ontario

INCOME SUPPORT/  
FINANCIAL ASSISTANCE



31%

*\*Not eligible for EI, CERB or any other program; Utility Assistance*

FOOD ACCESS



18%

*\*Food delivery services not available in community; seeking hot meals close to home; ability to pay, but experiencing long wait for home delivery from supermarkets*

OTHER GOVERNMENT/  
ECONOMIC SERVICES



13%

*\*Tax organization services/ Financial assistance for business owners*

HEALTH INCLUDING  
MENTAL HEALTH  
AND ADDICTIONS



10%

*\*Health Supportive Services/Walk in Clinics availability*

HOUSING



7%

*\*Rent Payment Assistance, concerns about eviction*

\*Numbers represent percentages of call volume

## ANALYSIS

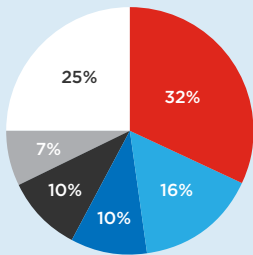
- Contact volumes started increasing March 16, 2020. Income support and food access were the highest needs and unmet needs between then and the end of March.
- Over the month of April, food access was the greatest need identified, but income assistance was the greatest unmet need.



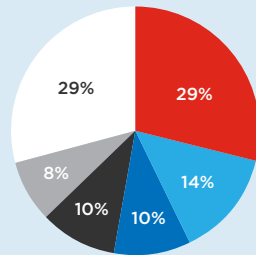
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## NEEDS & UNMET NEEDS CHANGE OVER TIME

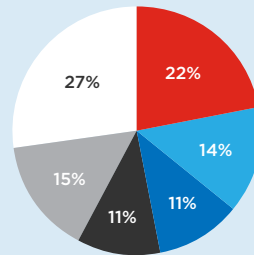
### NEEDS from 211 Ontario | April 2020



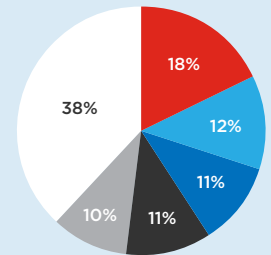
April 3-8



April 9-16



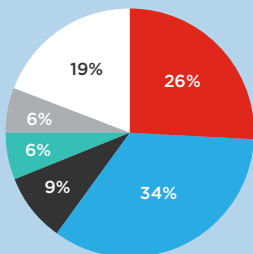
April 17-23



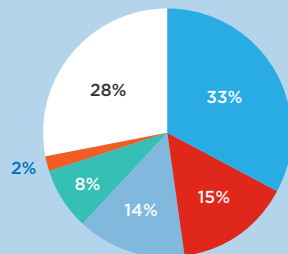
April 24-30

- FOOD
- INCOME SUPPORT
- INFORMATION SERVICES
- GOVERNMENT/ECONOMIC SERVICES
- HEALTH INCL. MENTAL HEALTH
- OTHER

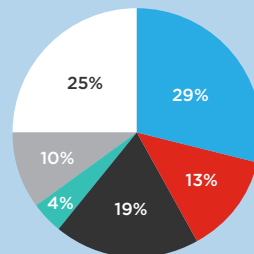
### UNMET NEEDS from 211 Ontario | April 2020



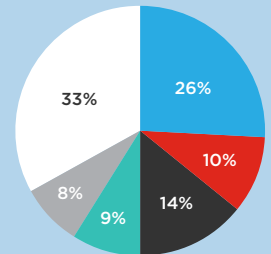
April 3-8



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April 17-23



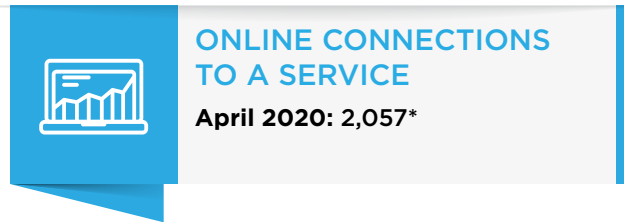
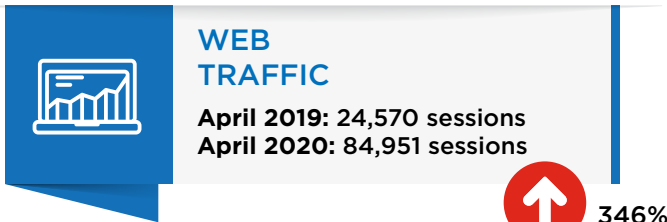
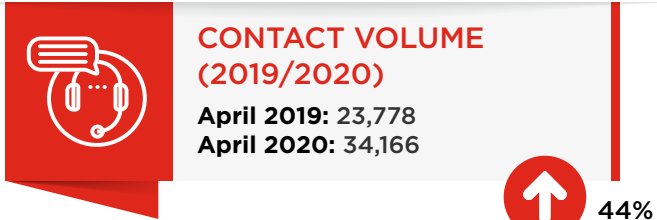
April 24-30

- FOOD
- INCOME SUPPORT
- GOVERNMENT/ECONOMIC SERVICES
- HOUSING
- OTHER
- HEALTH INCL. MENTAL HEALTH
- TAX ORGANIZATIONS AND SERVICES
- TRANSPORTATION

You can also view daily updates on caller statistics on the 211 Ontario public dashboard, found [here](#).

# MONTHLY REPORT

## ANALYSIS - APRIL 2020



\*NOTE: this reflects users who clicked on a phone number within an agency record on the 211 Ontario website and was not a metric we tracked in 2019

## PARTNERSHIP HIGHLIGHTS

### Toronto

In April, the City of Toronto launched a new mental health strategy to support people made vulnerable by COVID-19. 211 Central acts as the front door to primary mental health service providers to enable residents improved access and connection to services and mental health supports in the City. This arrangement has increased visibility for the 211 service in Toronto as Mayor John Tory makes mention of the helpline frequently in interviews and press conferences.

### Thunder Bay

Due to COVID-19 concerns, all Regional Food Distribution Association food banks consolidated into one centralized food bank with help from the Salvation Army. The 211 system was instrumental in the success of this move. 211 North registered more than 1500 callers, and 450 home delivery hampers for shut-in seniors. In addition, 211 Community Navigators are making other referrals as required based on the needs assessment of individuals and families in crisis.