

Top trends	#
Referral Source - 211 1	87
Referral2	56
COVID19	51
Home Supports	43
Information Only3	41
Financial	38
Housing	25
Advocacy	24
Transportation	23
Medical issues	20
Food Security/Nutrition	16
Mental Health	14
One on One Support	14
Isolation	12
Paperwork - filling out applications4	11
PESTS	10
Activities of Daily Living	9
Coping Skills/Strengths	9
Physical Health	8
Volunteerism	8
Action Plan	7
Friendly Visitor/Phone caller Volunteer	7
Moving	7
Advocacy 1	4
Caregiving	4
Grief and Loss	4
Hoarding	4
Income Tax Referral	3
Indigenous5	3
Legal	3

Top 15 Concerns	#
COVID19	51
Home Supports	43
Information Only3	41
Financial	38
Housing	25
Advocacy	24
Transportation	23
Medical issues	20
Food Security/Nutrition	16
Mental Health	14
One on One Support	14
Isolation	12
Paperwork - filling out applications	11
PESTS	10

Complex Cases	#
5 presenting issue	28
6 - 10 presenting issues	12
10 to 15 presenting issues	10
	1
20 presenting issues	
Total	51
13.5% of all cases are complex	
Christmas Baskets/Isolation/Food Safety	125

Contact Means	#
Email	42
Home	9
Office	87
Phone	264

Age Demographics	#
Age - 25 -64 years	28
Age - 65 plus	84
Age - Unknown	103

Total Actions Taken 595

Total Unique Clients 185

Calls from 211 109

Attendees at Virtual Conference 163

1. Referrals from the Government help line.
2. Referrals for issues we don't handle, e.g., Bathing, etc.
3. Looking for yoga, if we are open,
4. Paperwork for those who struggle with English or who can't read

Reliable Contacts/Social Supports & Other Ser	3
Social/Recreation/Spiritual/Community	3
Advocacy 2	2
Advocacy 3	2
Elder Abuse	2
Furniture	2
Incontinence supplies	2
Life History	2
Medical Equipment - Lifeline	2
Referral Source - Tegler	2
Risk Factors Identified	2
Social Supports	2
Advocacy 4	1
Friendly Visitor Client	1
Suicide Concern	1
Tegler Client	1

595