Helpline Quarterly Report

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# Introduction

The Help Centre provides monthly data from two sources:

1. Calls/Texts/Chats to the **Information Line**
2. Calls/Texts/Chats to the **Crisis Line**

This report gives an overview of data from these two sources for the period **January 1, 2020 to March 31, 2020**.

### Contents of Report

1. Number of Contacts
2. Overall Demographics of Contacts
3. COVID-19 Related Contacts
4. Needs and Concerns
5. Special Needs and Concerns during COVID-19

# Number of Contacts

### Information Line Contacts

## month n percent  
## 1 6639 34.2%  
## 2 6197 31.9%  
## 3 6598 34.0%

### Crisis Line Contacts

## month n percent  
## 1 6639 34.2%  
## 2 6197 31.9%  
## 3 6598 34.0%

# Overall Demographics

### Gender of Information Line Contacts

## Gender n percent valid\_percent  
## Female 9770 50.3% 55.8%  
## Male 7062 36.3% 40.3%  
## Non-Binary / Gender Non-C 104 0.5% 0.6%  
## Non-Binary / Gender Non-Conforming 24 0.1% 0.1%  
## Other (specify below) 42 0.2% 0.2%  
## Unknown/Prefer Not to Say 516 2.7% 2.9%  
## <NA> 1916 9.9% -

### Gender of Crisis Line Contacts

## Gender n percent valid\_percent  
## Female 9770 50.3% 55.8%  
## Male 7062 36.3% 40.3%  
## Non-Binary / Gender Non-C 104 0.5% 0.6%  
## Non-Binary / Gender Non-Conforming 24 0.1% 0.1%  
## Other (specify below) 42 0.2% 0.2%  
## Unknown/Prefer Not to Say 516 2.7% 2.9%  
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