



211 Monthly Report – November 2020

211 is an essential service that helps Albertans find the right resource or service for whatever issue they need help with, at the right time. 211 is available 24/7 by phone and text – simply dial or text 2-1-1 – and online chat by visiting www.ab.211.ca. The service is free, confidential and available in over 170 languages

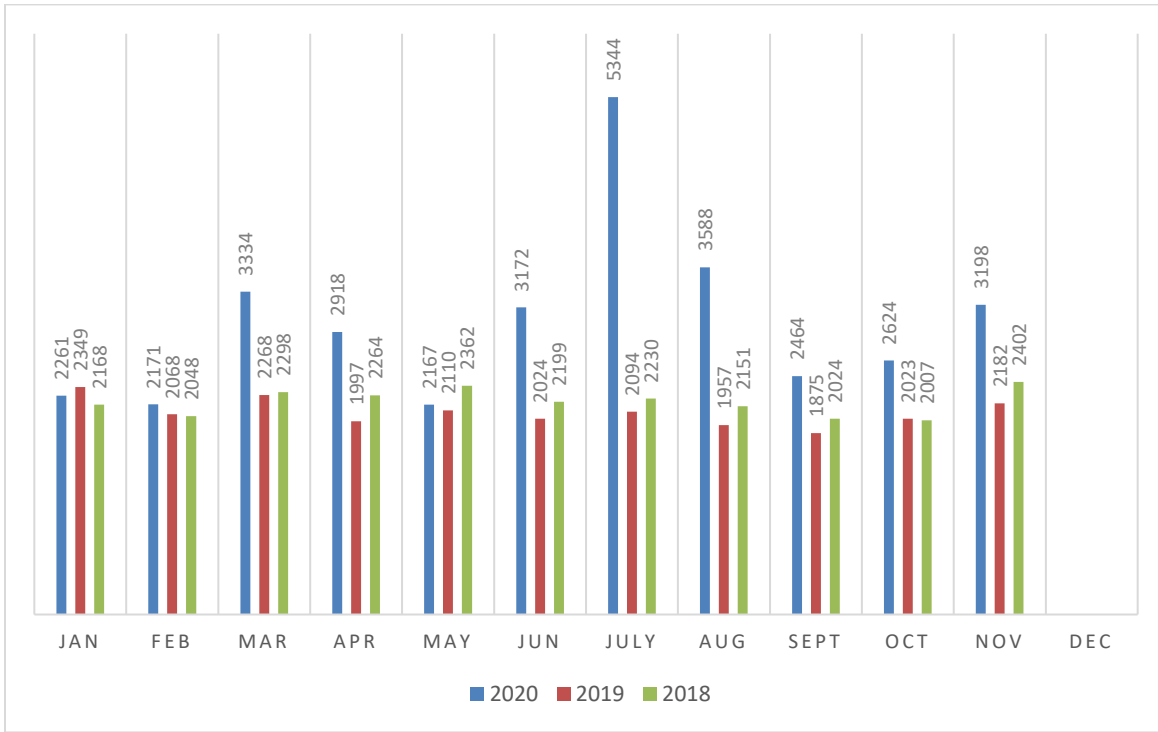
The following report includes information for 211 South as reported by Distress Centre Calgary.

Summary:

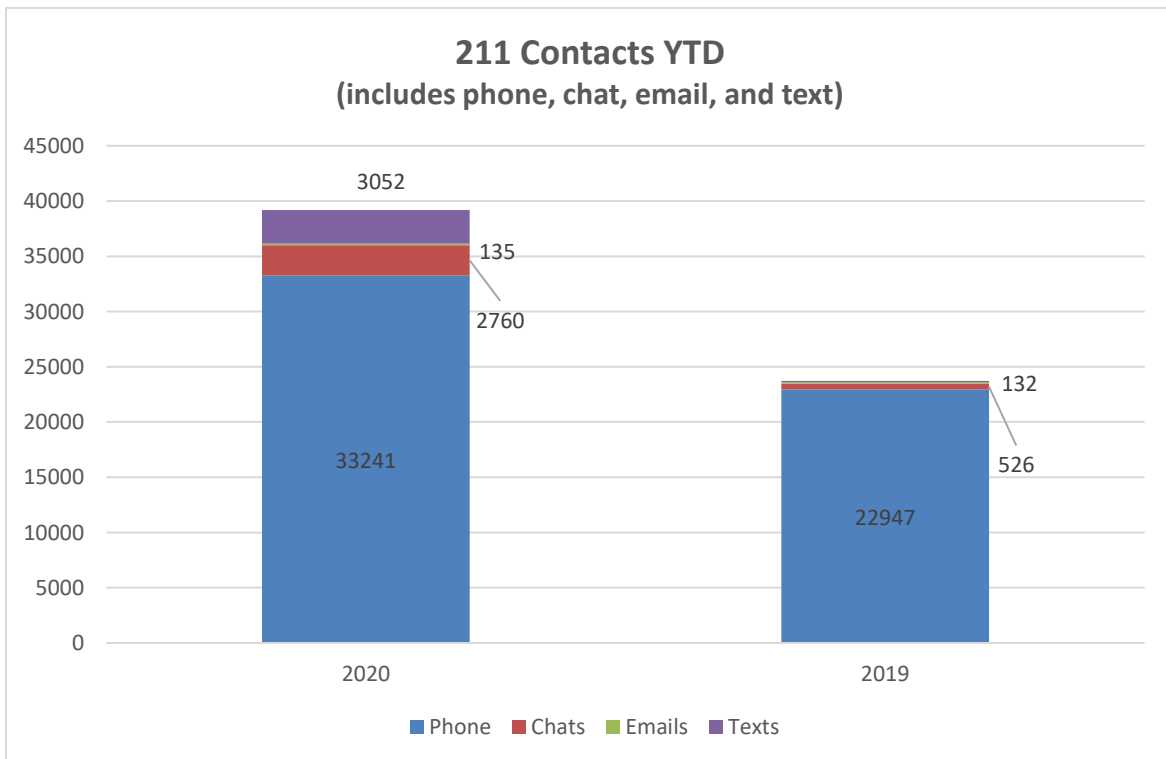
- November's call volume increased by 47% compared to November 2019 and increased by 33% compared to November 2018.
- Overall contact volume (all modes of contact) for November increased by 52% and 47% when compared with November 2019 and November 2018 respectively.
- The 211 chat and text services are responded to in collaboration between the Distress Centre Calgary contact centre and the Canadian Mental Health Association- Edmonton Region contact centre.
 - The chat service became 24/7 starting November 15, 2019 and Calgary is responsible answering chats from 12am-12pm. Calgary responded to 317 chats in November, which is over 2 times the chat contacts in November 2019 (117).
 - The 211 text service was soft launched July 17, 2019 with limited hours and expanded to 24/7 in February 2020. We responded to 47 texts in November. YTD text volume is 3052.



Monthly 211 Call Volume:



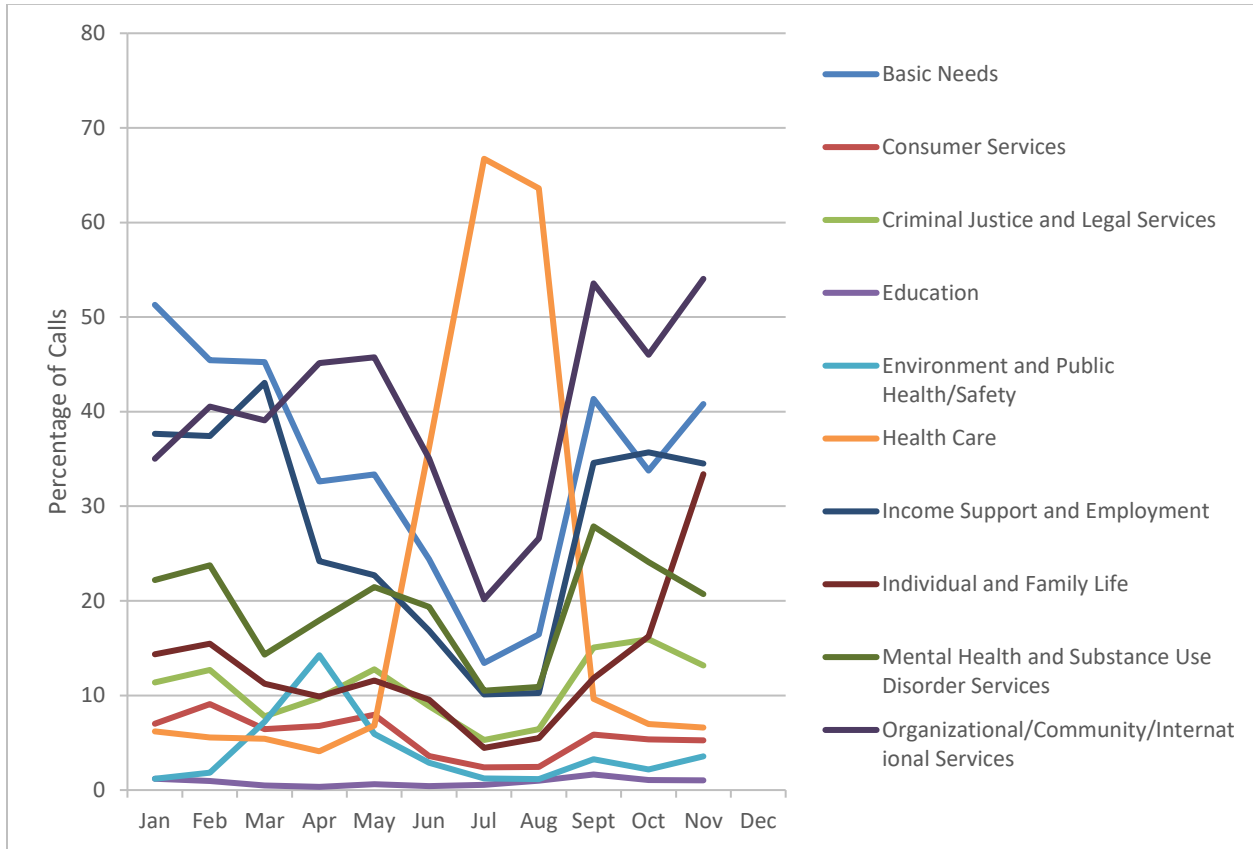
Year-To-Date 211 Contacts Volume:





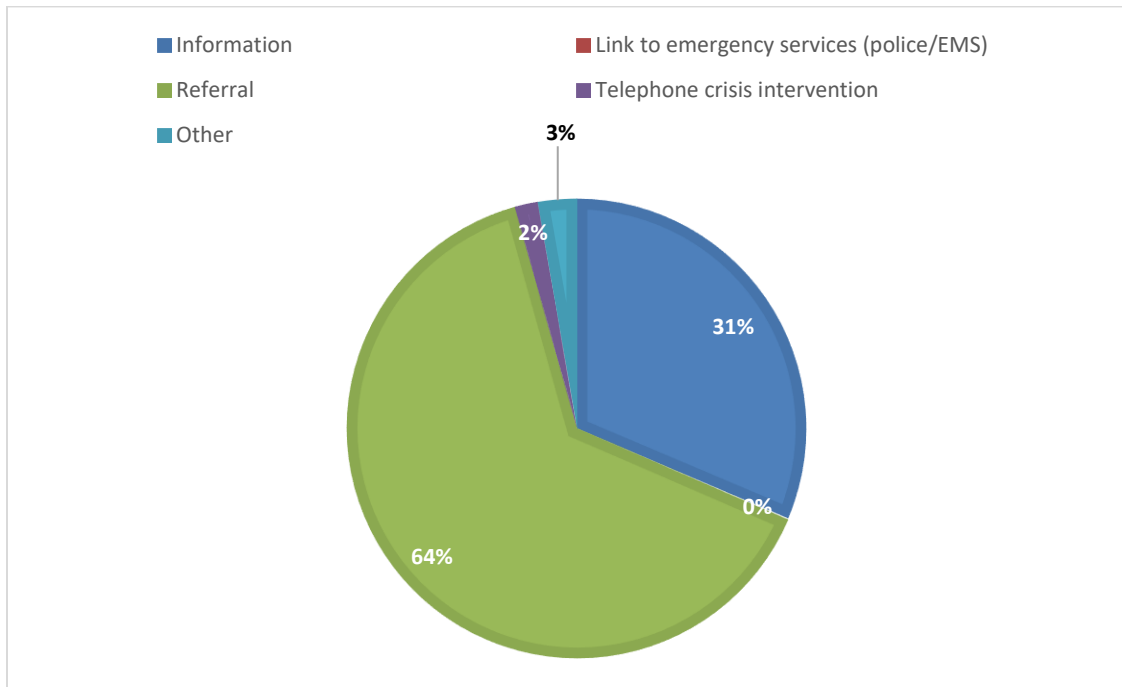
User Needs 2020

The issues users discussed can be grouped into ten categories.

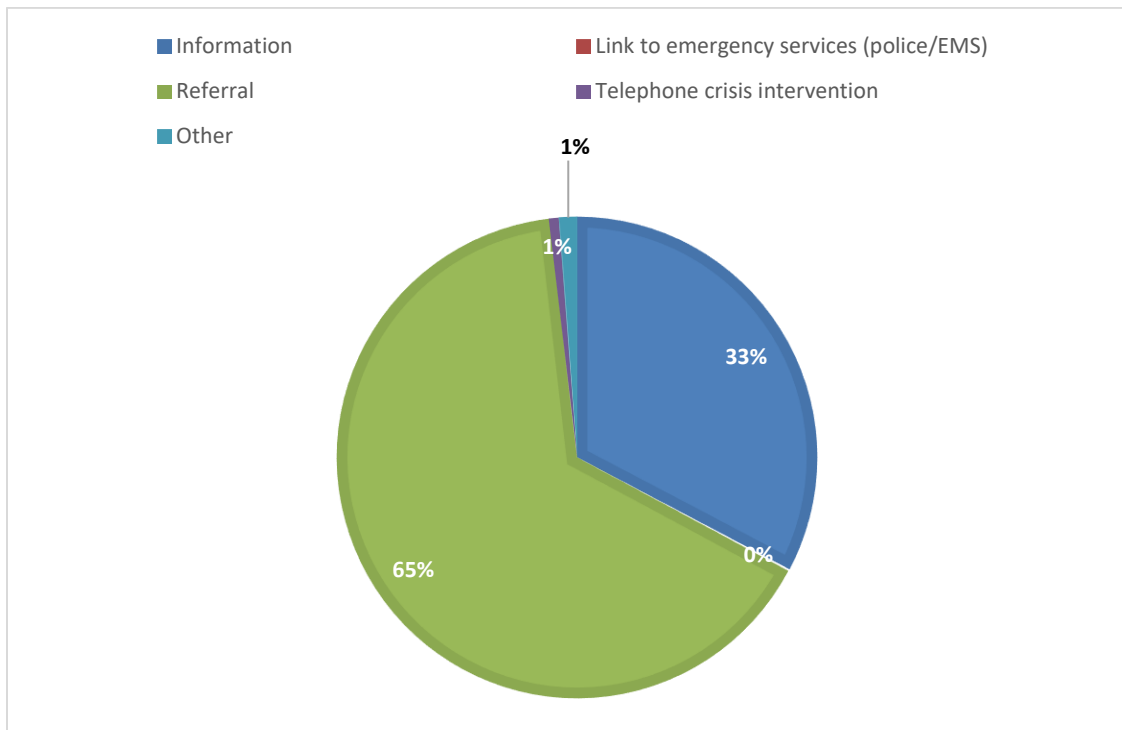




Service Provided YTD – Phone Contacts:

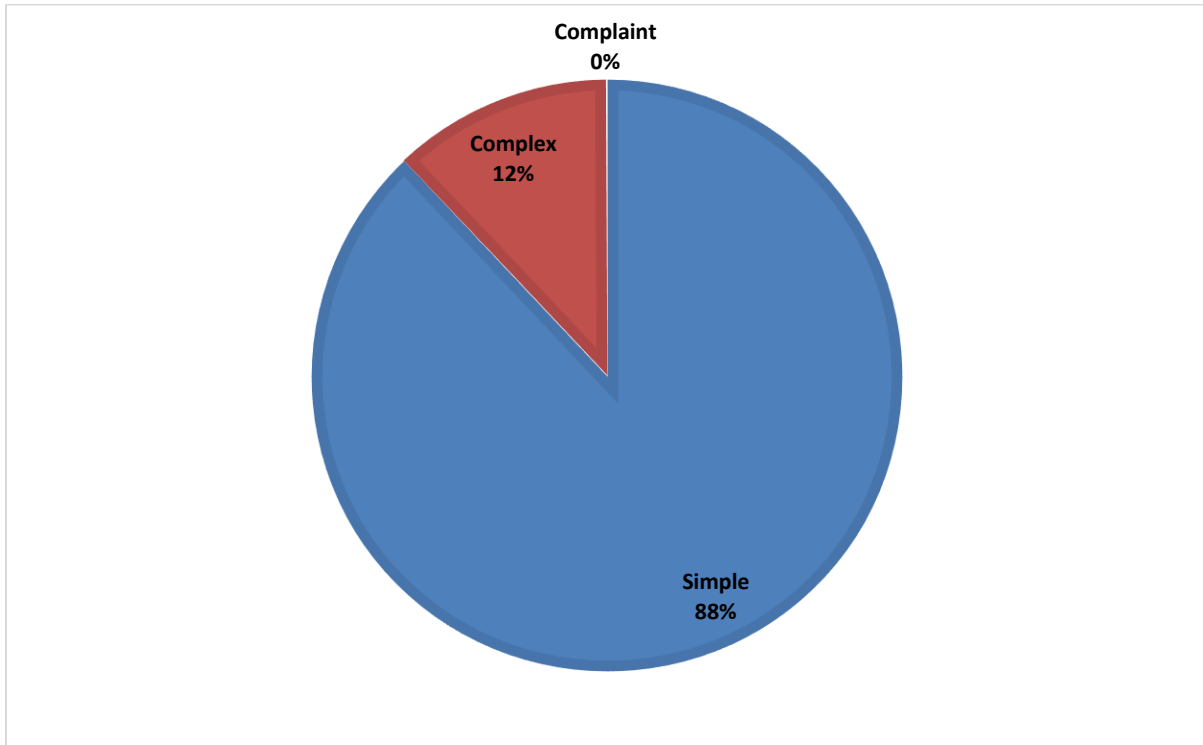


Service Provided YTD – Online Contacts:

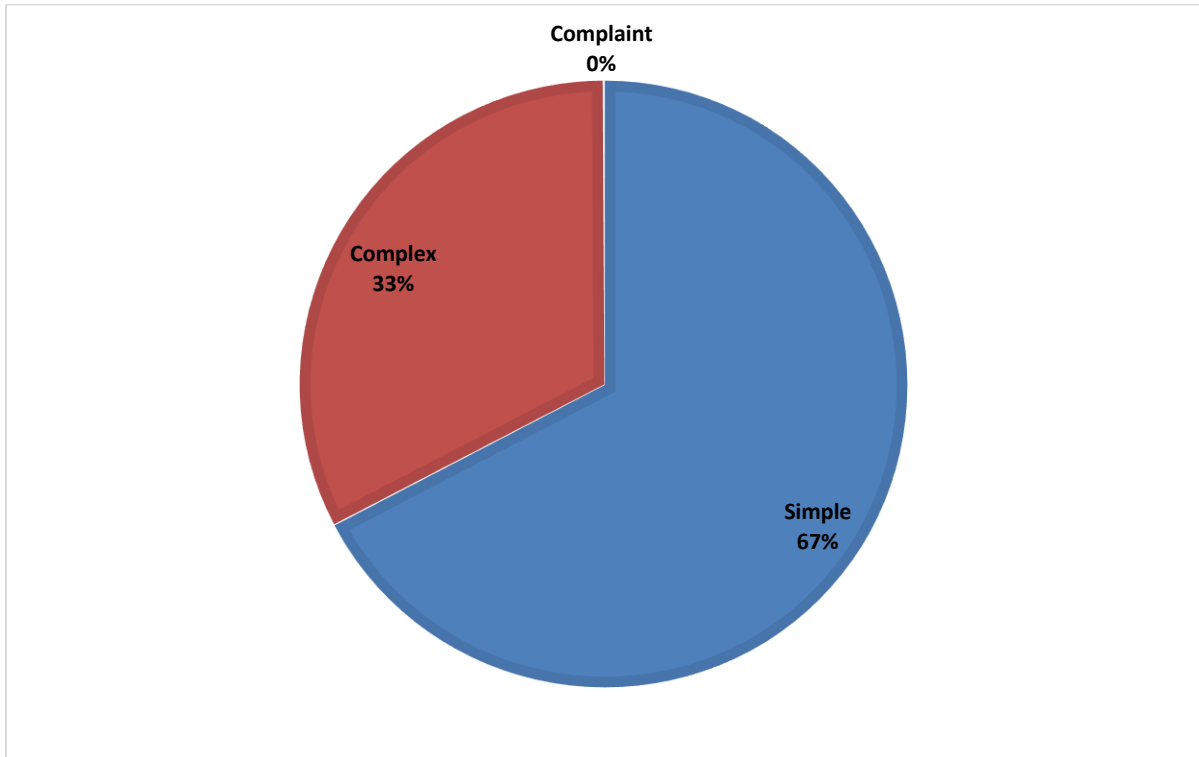




Call Type YTD – Phone Contacts:

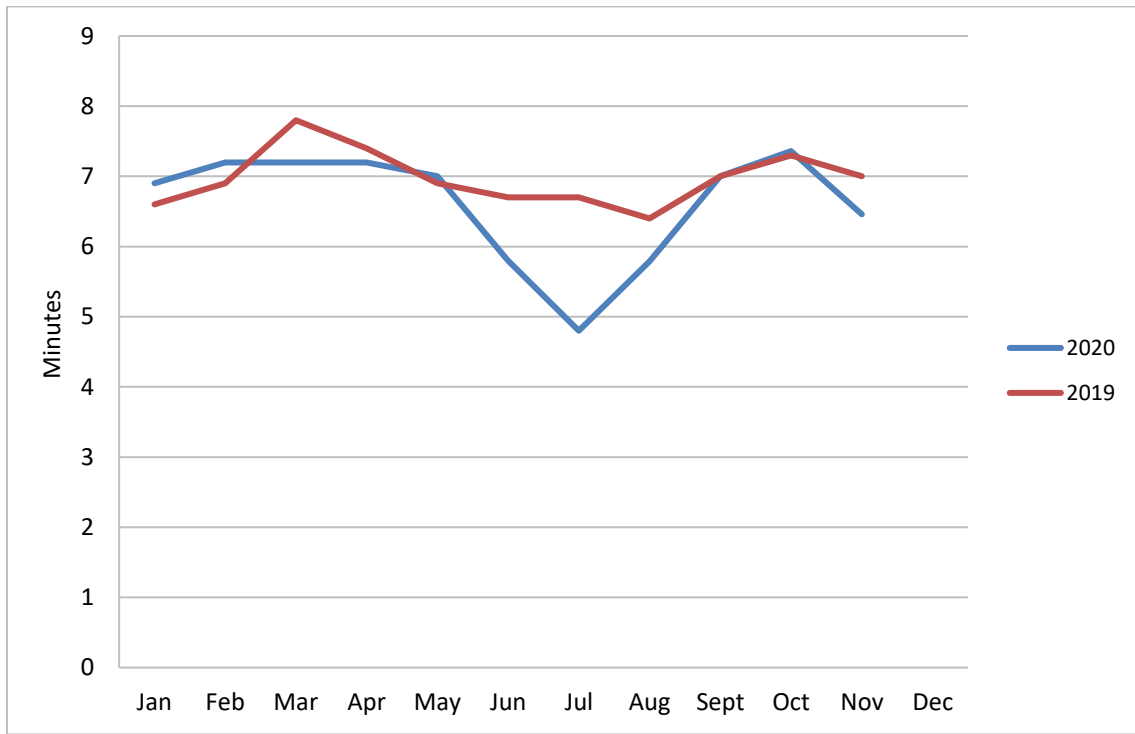


Call Type YTD – Online Contacts:



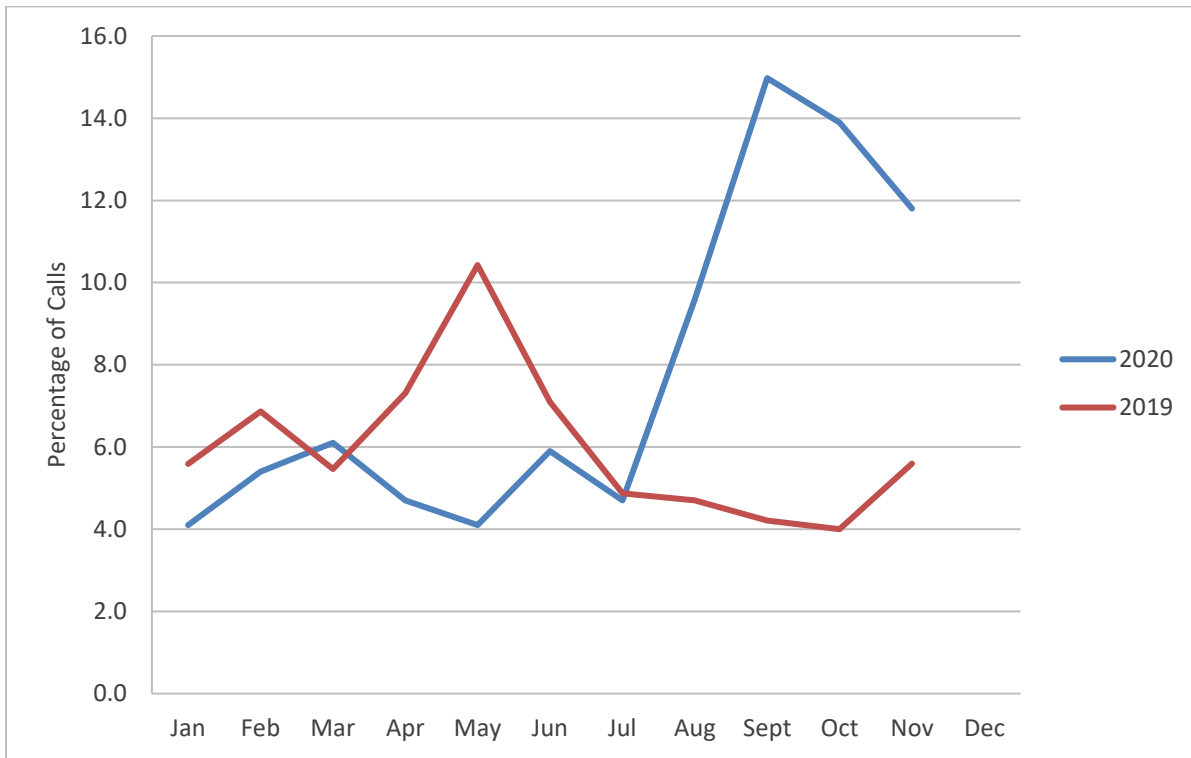


Average Length of Call:



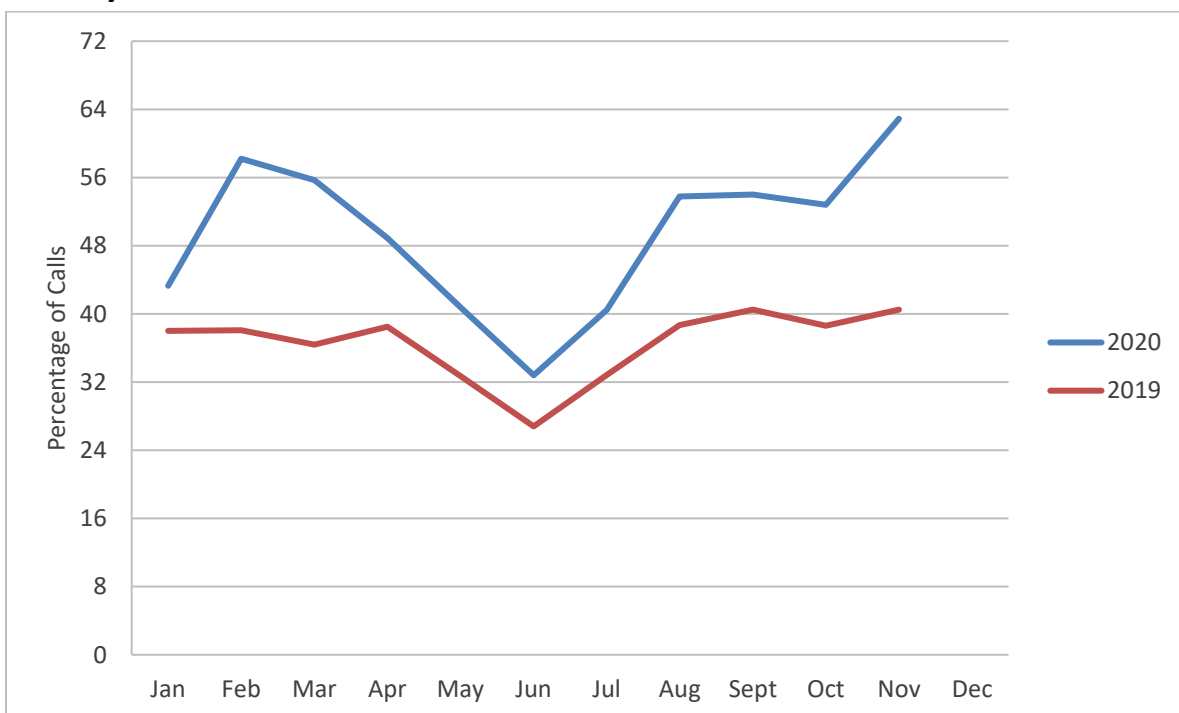


Follow-Ups Offered:



- This chart represents both accepted and offered but declined follow-ups.

Advocacy:





Language calls:

Language calls are calls in which a language other than English is requested and accommodated using 211 Calgary’s tele-interpretation service.

