



## 211 Monthly Report – January 2021

211 is a critical 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](http://www.ab.211.ca). The service is free, confidential and available in over 170 languages

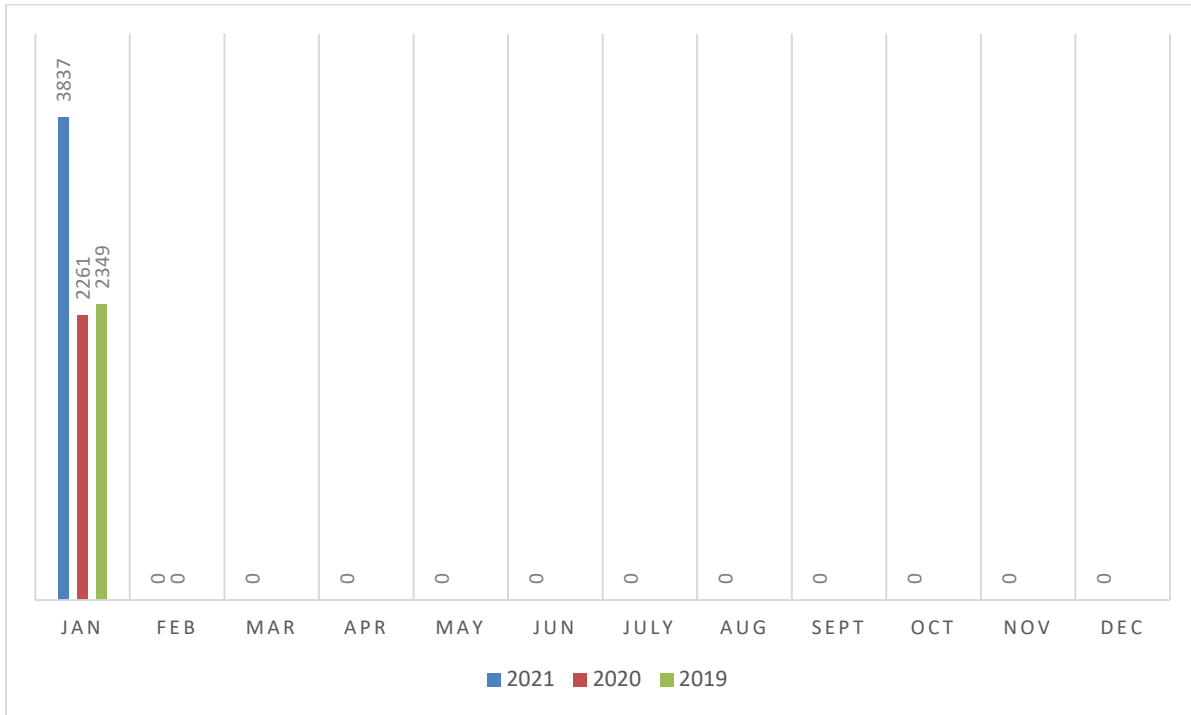
The following report includes information for 211 South as reported by Distress Centre Calgary.

### Summary:

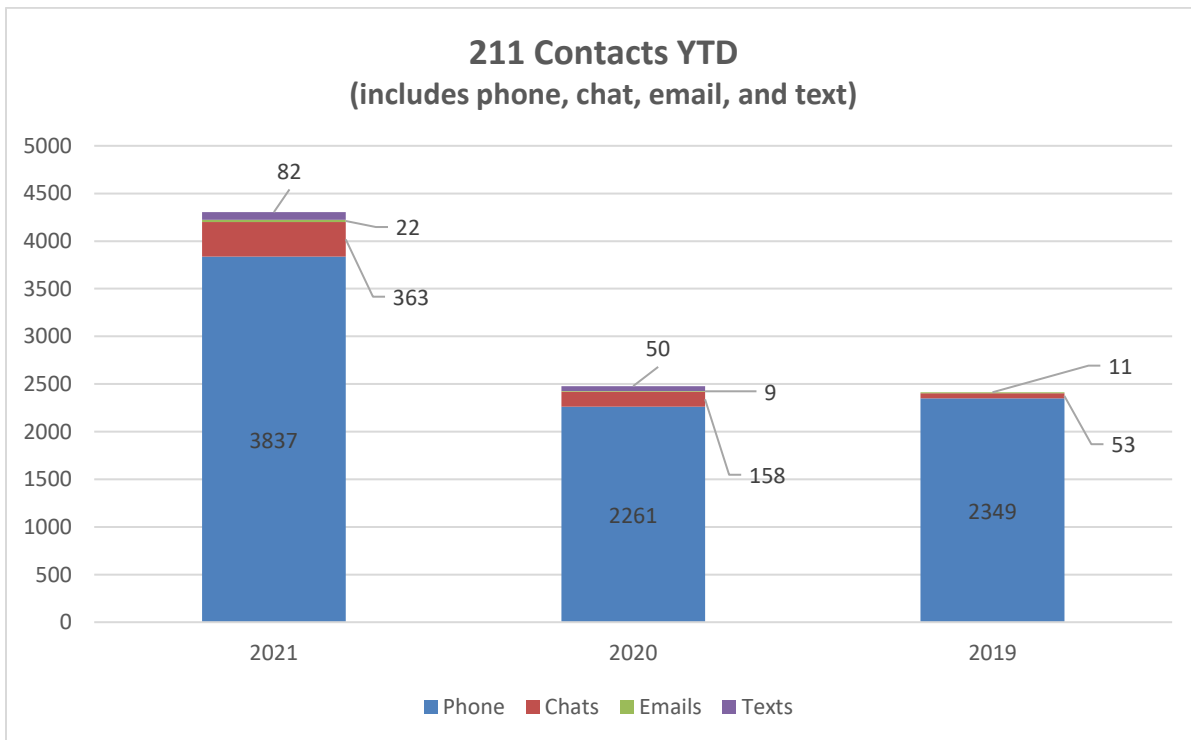
- January's call volume increased by 70% compared to January 2020 and increased by 63% compared to January 2019
- Overall contact volume (all modes of contact) for January increased by 74% and 78% when compared with January 2020 and January 2019 respectively.
- The 211 chat and text services are responded to in collaboration between the Distress Centre Calgary contact centre and the Canadian Mental Health Association- Edmonton Region contact centre.
  - Calgary is responsible answering chats from 12am-12pm. Calgary responded to 363 chats in January, which is over 2 times the chat contacts in January 2020 (158).
  - The 211 text service was soft launched July 17, 2019 with limited hours and expanded to 24/7 in February 2020. We responded to 82 texts in January.



### Monthly 211 Call Volume:



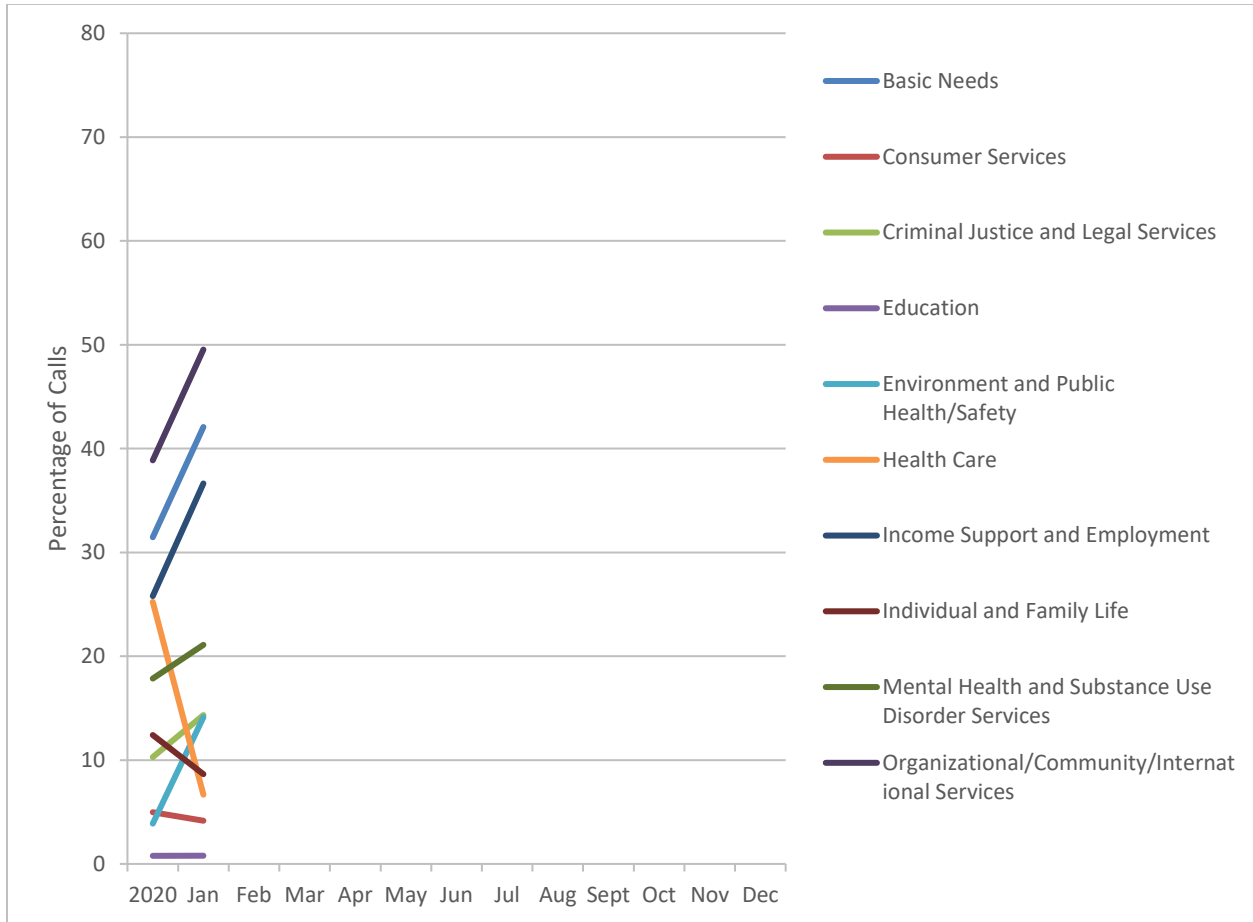
### Year-To-Date 211 Contacts Volume:





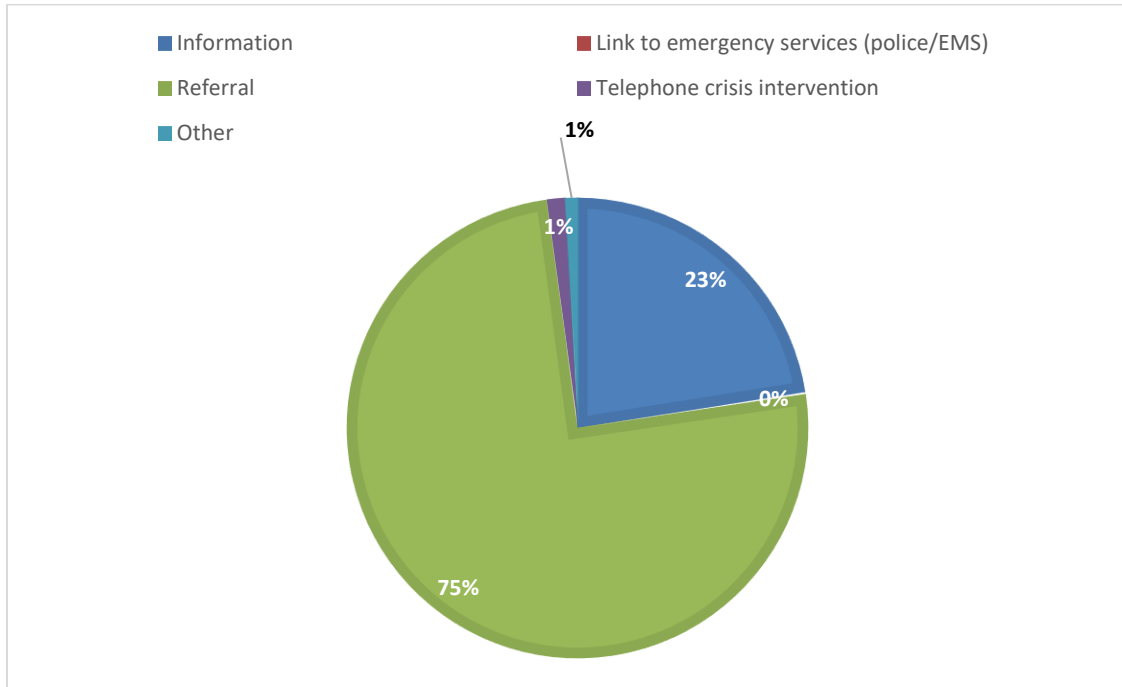
## User Needs 2020

The issues users discussed can be grouped into ten categories.

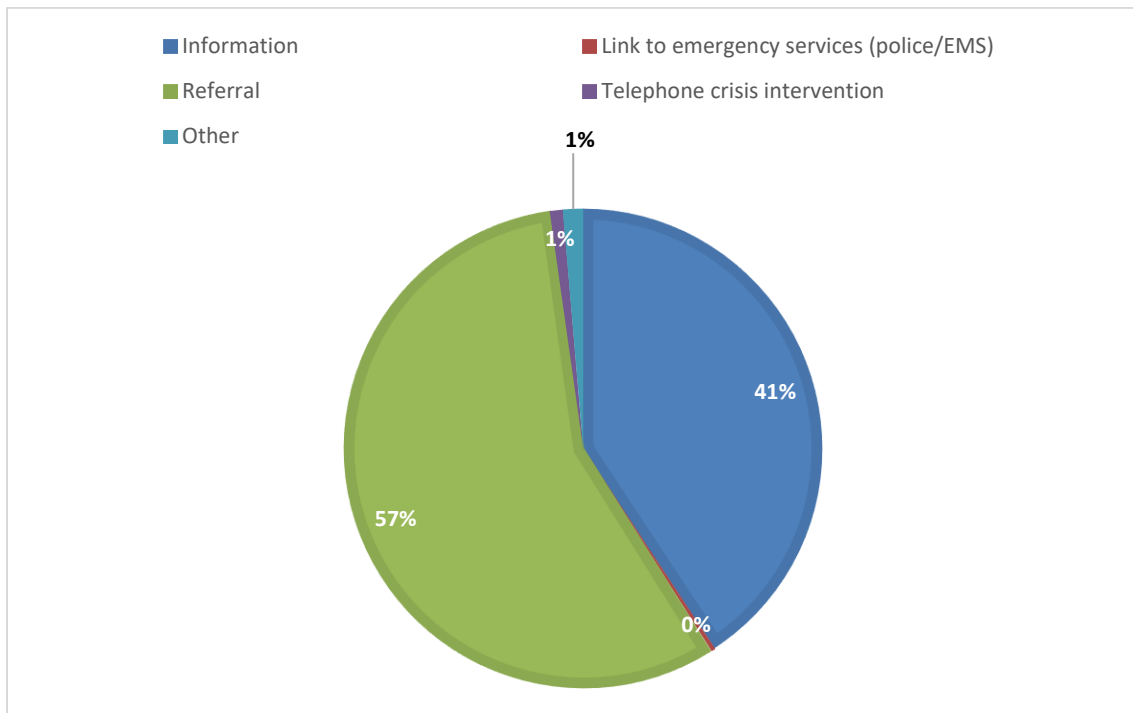




**Service Provided YTD – Phone Contacts:**

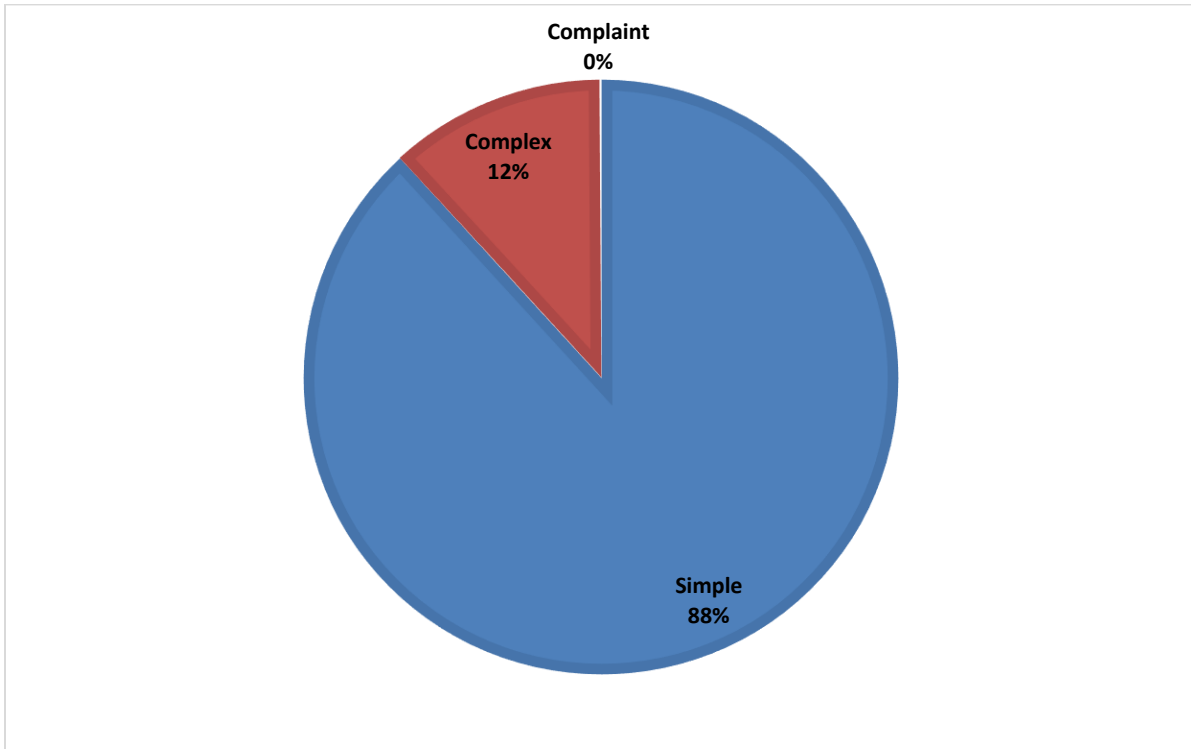


**Service Provided YTD – Online Contacts:**

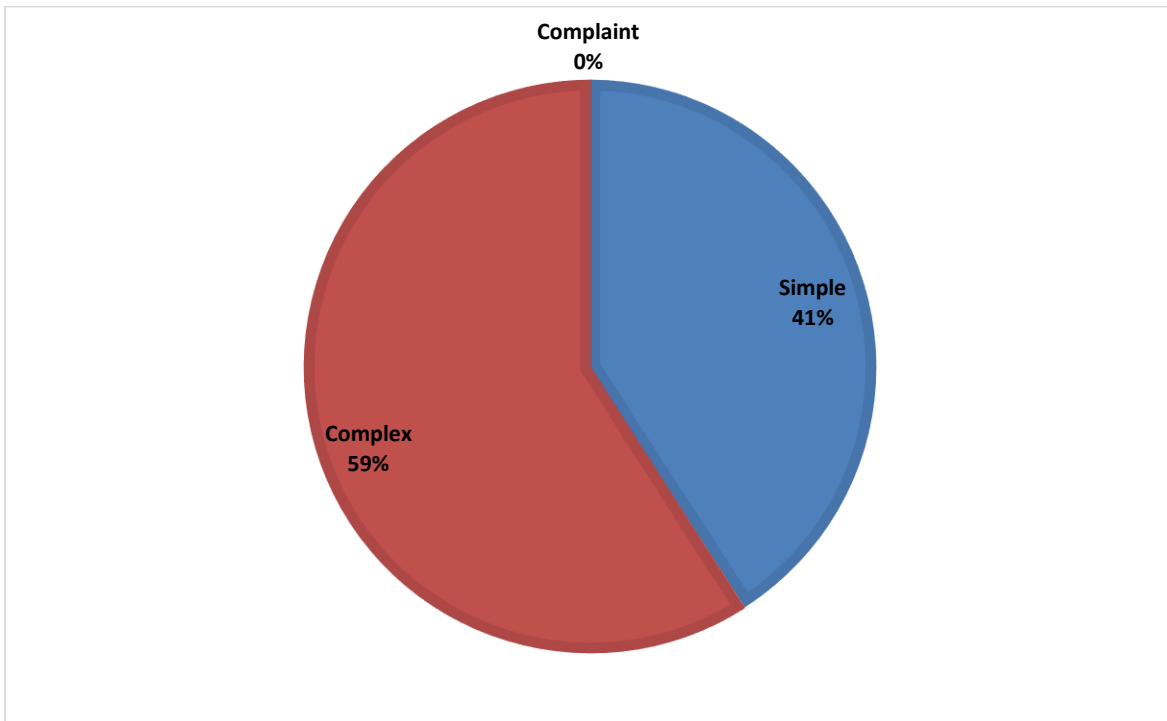




**Call Type YTD – Phone Contacts:**

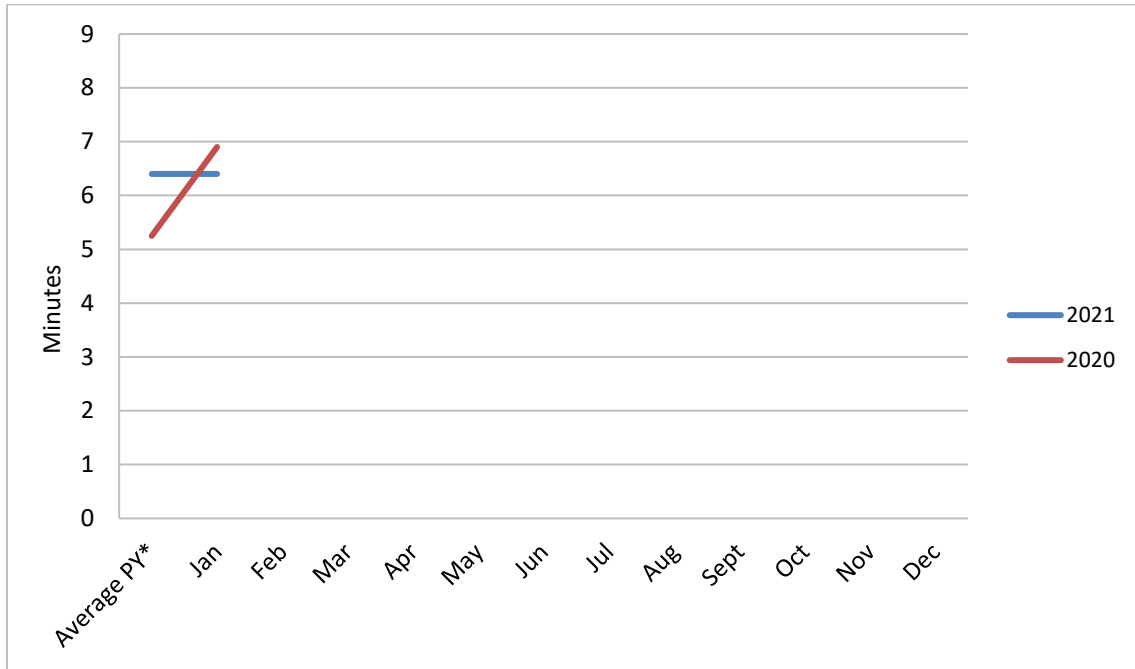


**Call Type YTD – Online Contacts:**



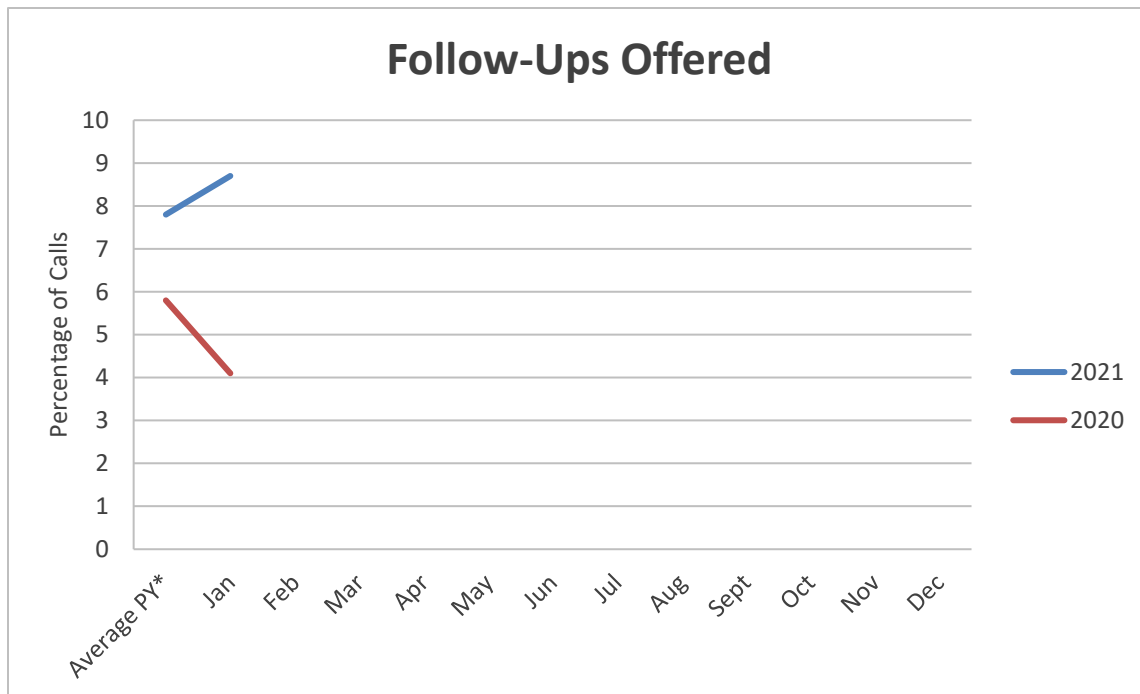


### Average Length of Call:



\*Average PY refers to average length of call for previous year.

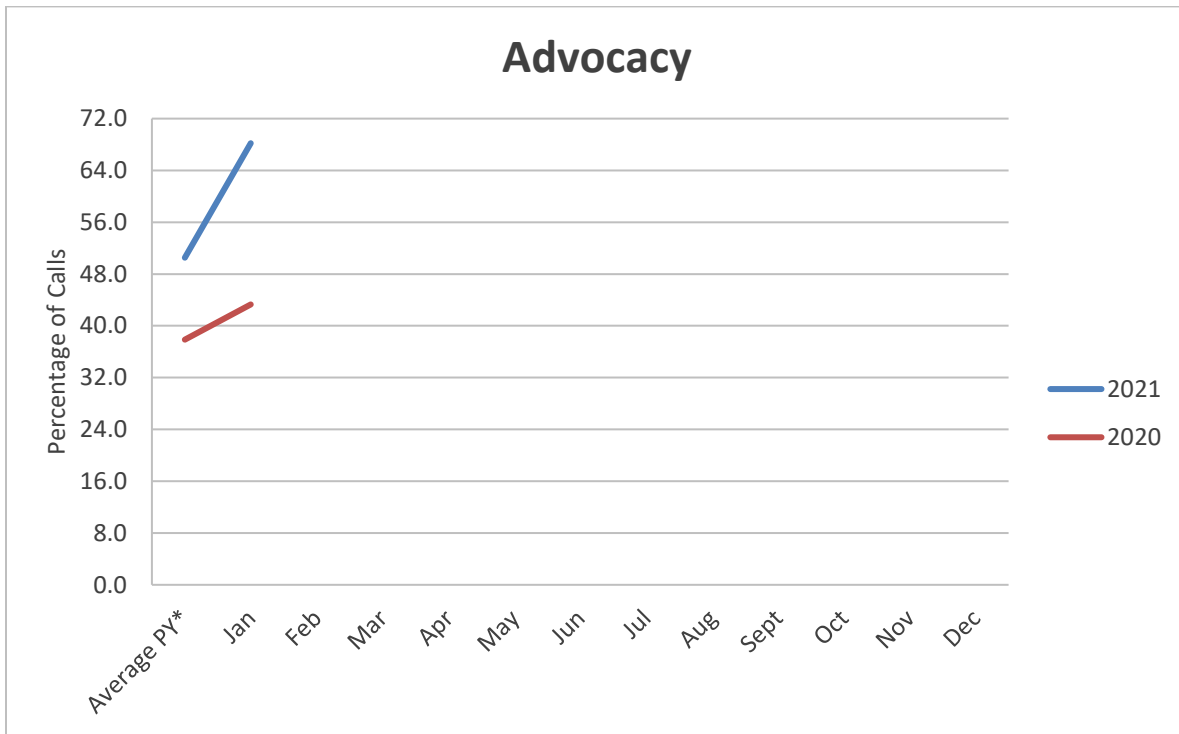
### Follow-Ups Offered:



- This chart represents both accepted and offered but declined follow-ups.
- \*Average PY refers to average number of follow-ups offered in the previous year.



**Advocacy:**

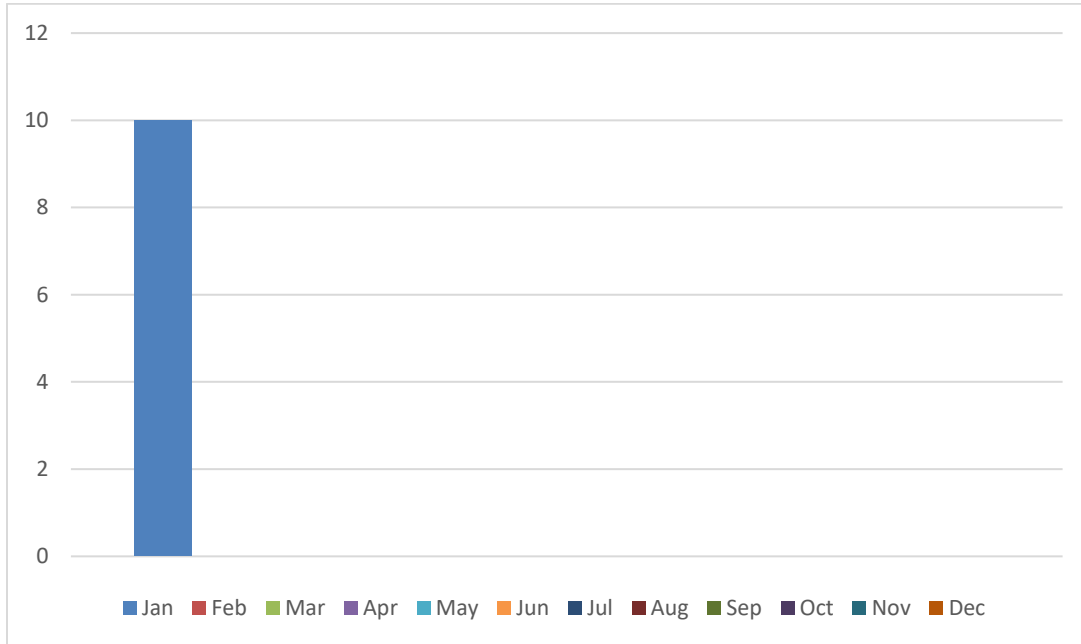


\*Average PY refers average number of advocacies for previous year.



**Language calls:**

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



Language	Frequency
Arabic	2
Dari	1
French	1
Oromo	1
Punjabi	3
Tagalog	1
Urdu	1
<b>Total</b>	<b>10</b>