



## 211 Monthly Report – March 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

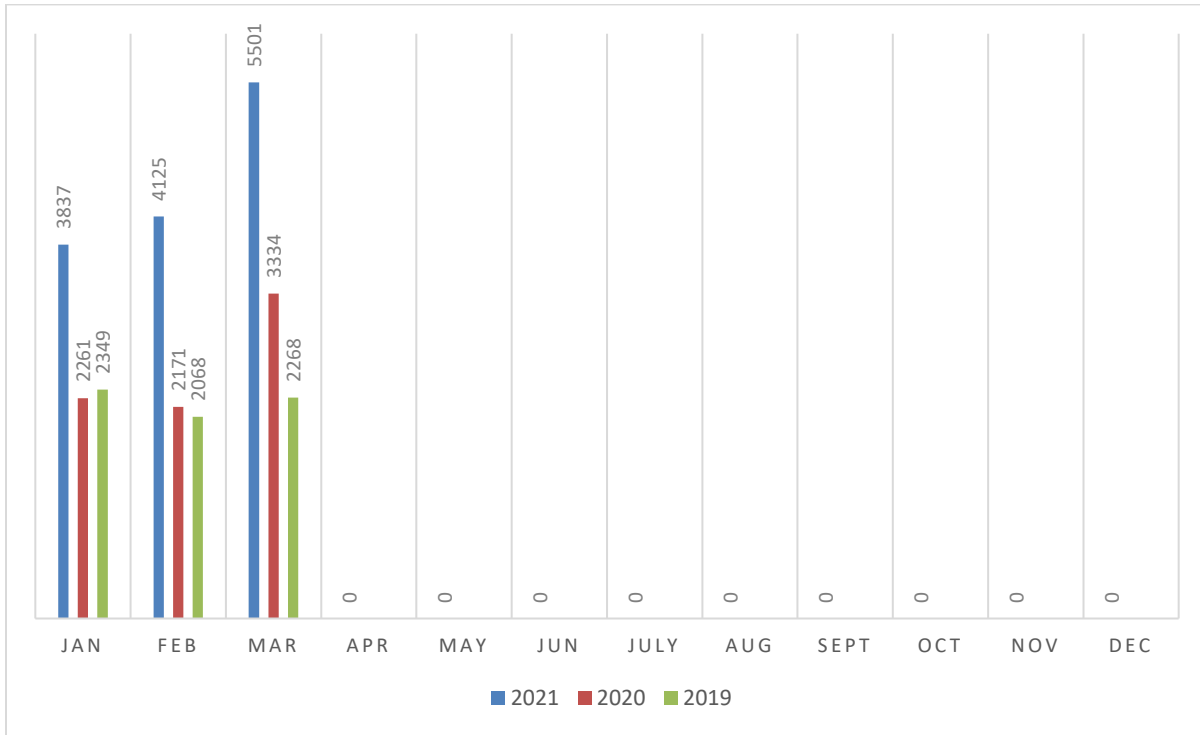
The following report includes information for 211 South as reported by Distress Centre Calgary.

### Summary:

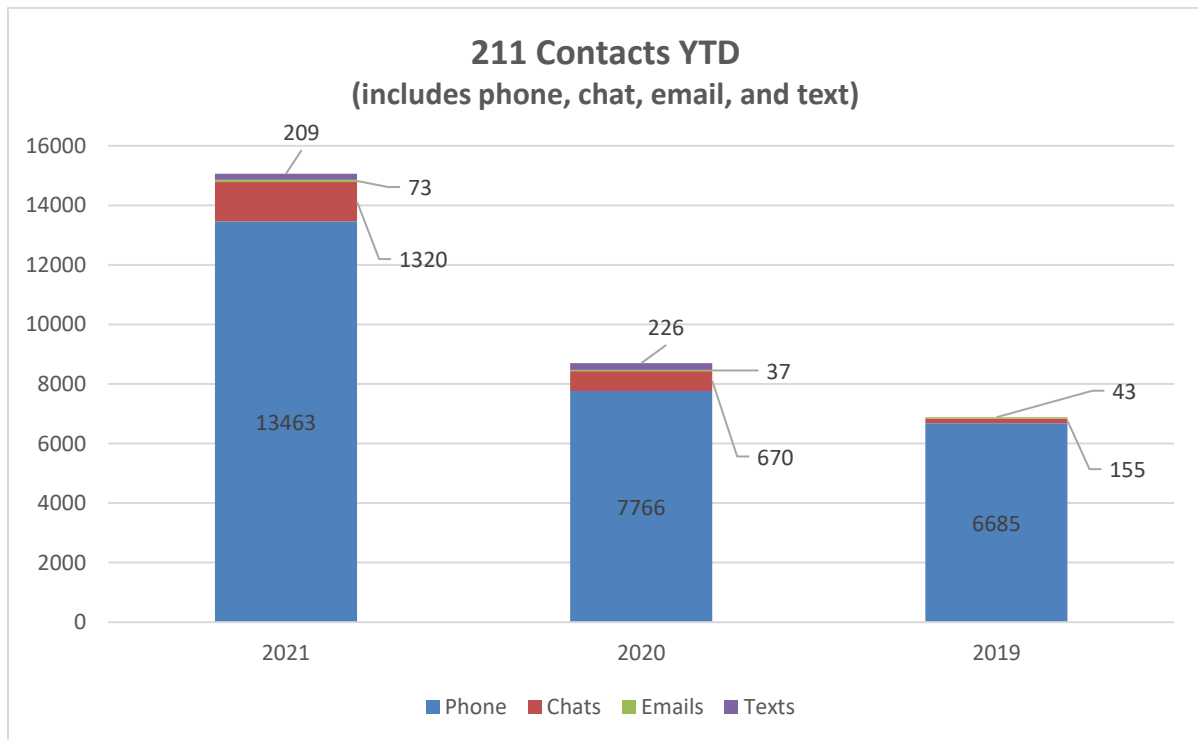
- March's call volume increased by 65% compared to March 2020 and increased by 143% compared to March 2019.
- Overall contact volume (all modes of contact) for March increased by 59% and 161% in comparison with March 2020 and March 2019 respectively.
- YTD contact volume increase is 73% and 119% over same period in 2020 and 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 519 chats in March, which is almost 1.5 times the chat contacts in March 2020 (354).
  - The 211 text service was soft launched July 17, 2019 with limited hours and expanded to 24/7 in February 2020. We responded to 59 texts in March.



**Monthly 211 Call Volume:**



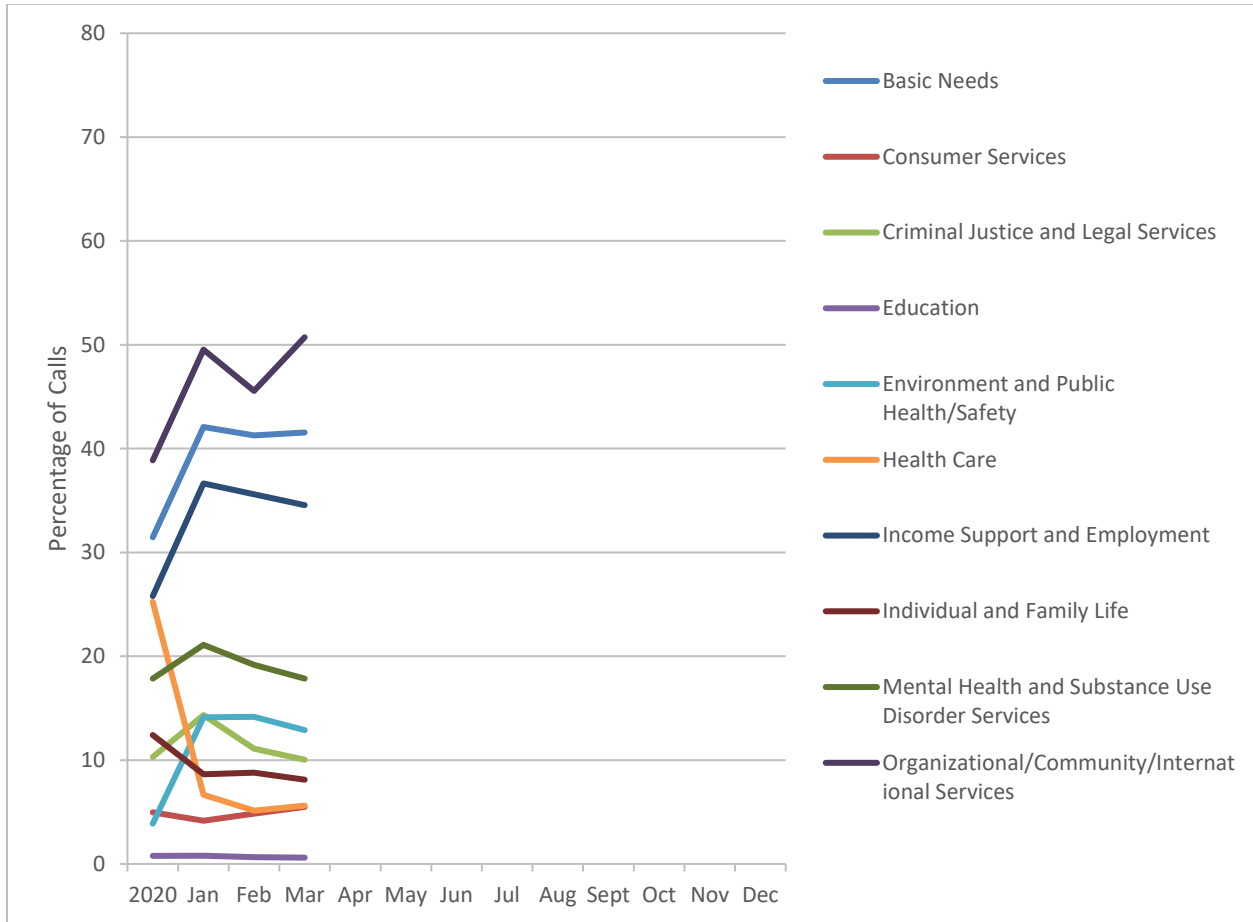
**Year-To-Date 211 Contacts Volume:**





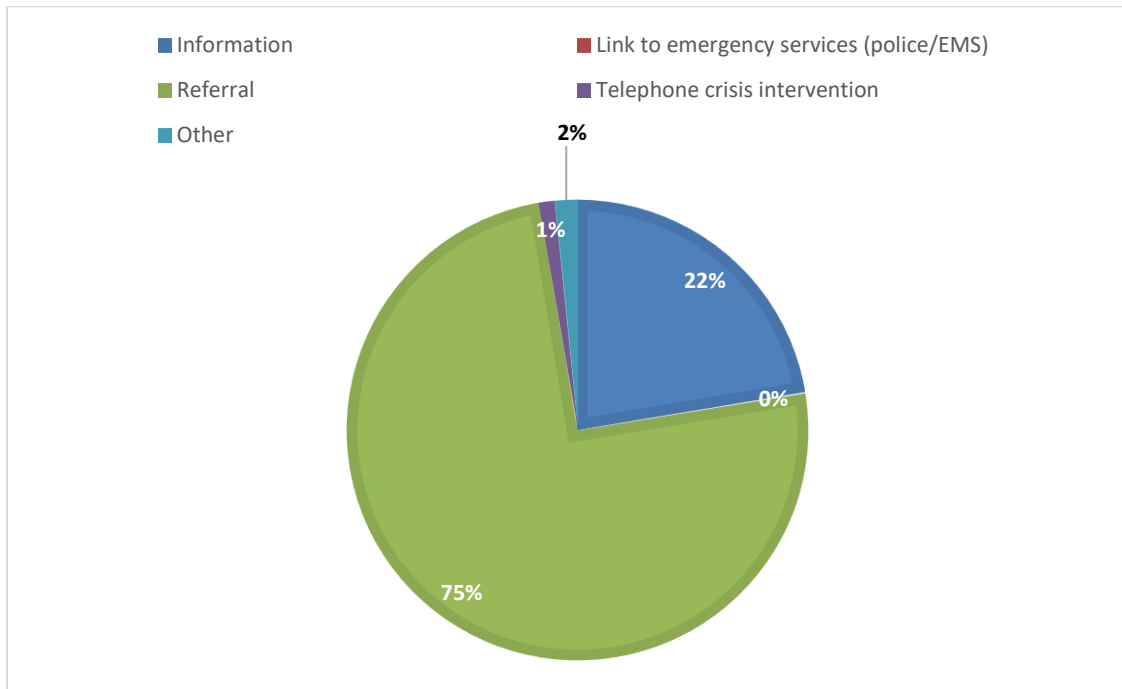
## User Needs 2020

The issues users discussed can be grouped into ten categories.

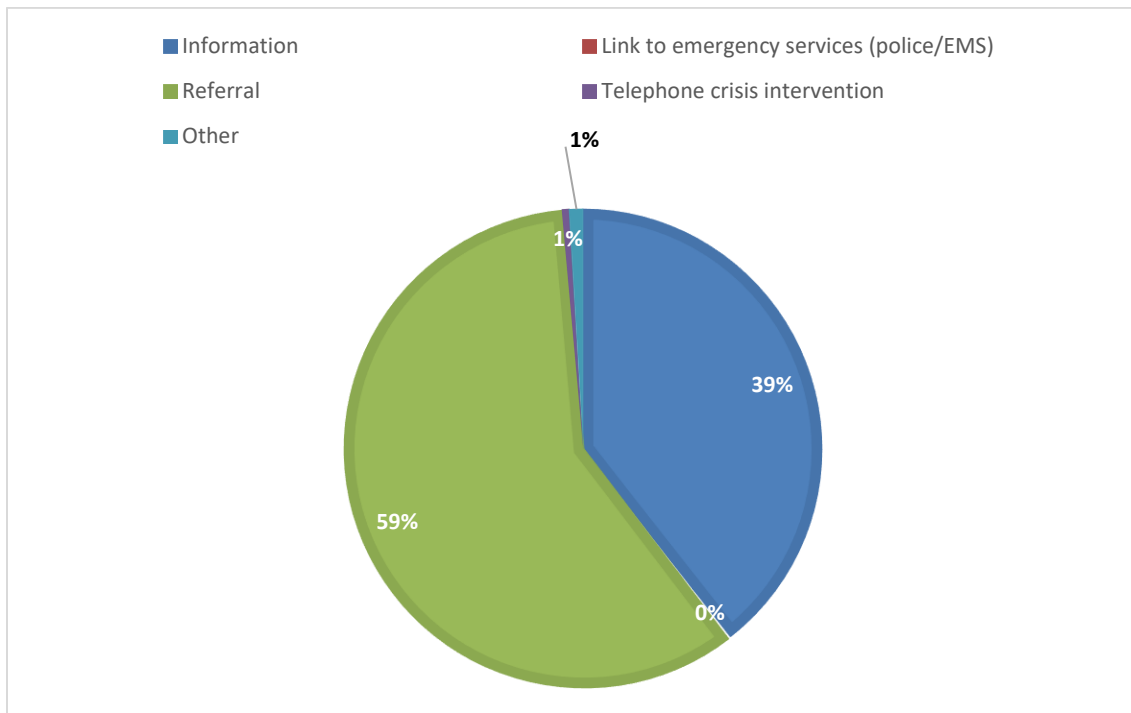




**Service Provided YTD – Phone Contacts:**

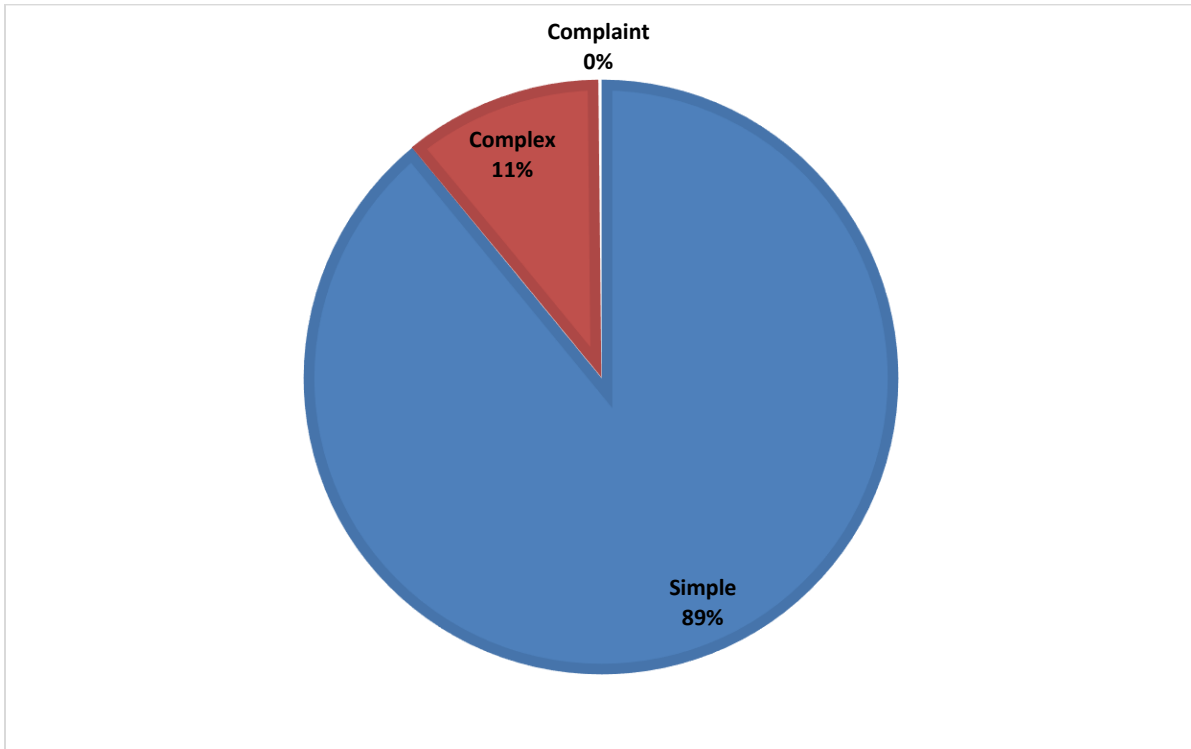


**Service Provided YTD – Online Contacts:**

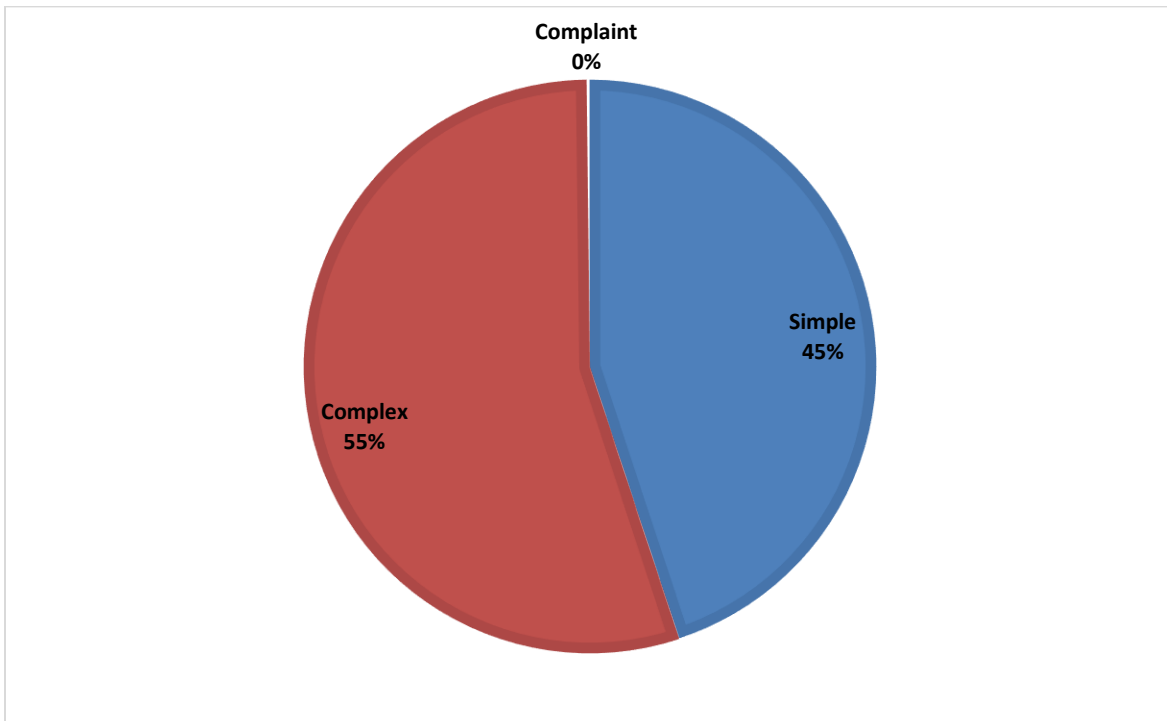




**Call Type YTD – Phone Contacts:**

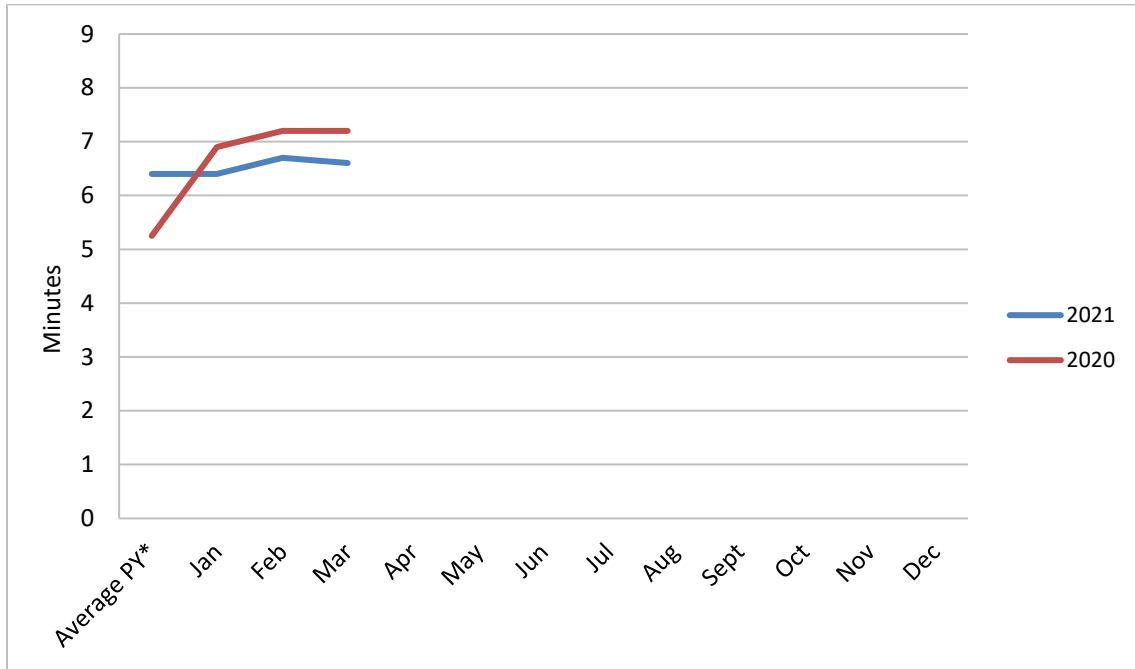


**Call Type YTD – Online Contacts:**



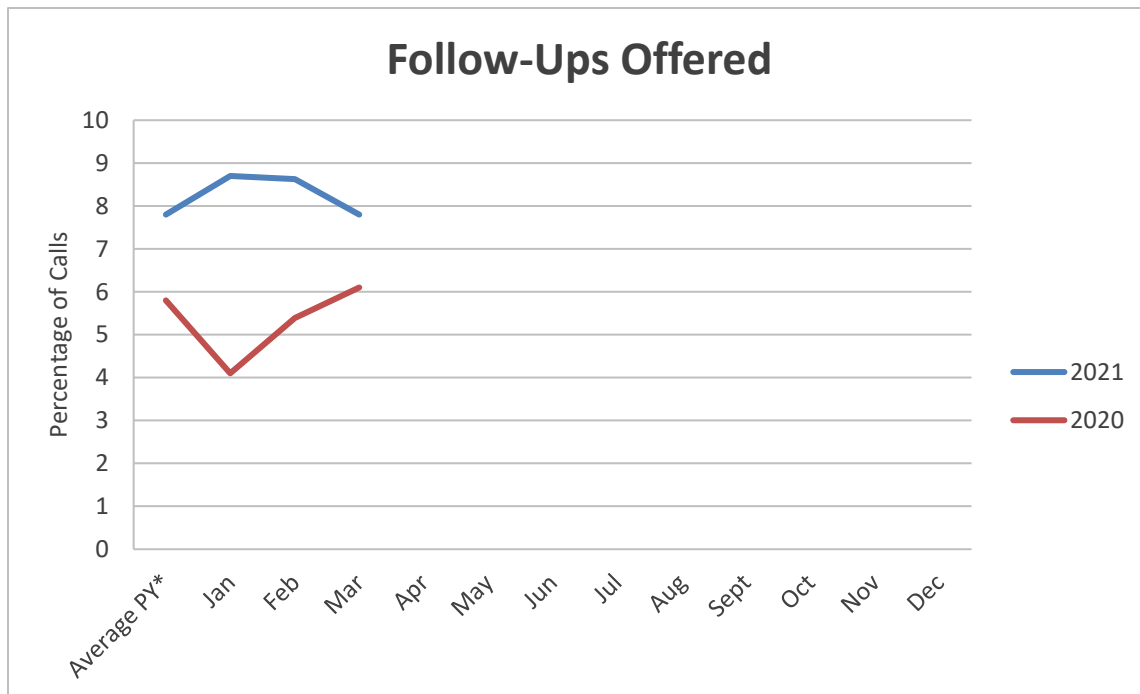


### Average Length of Call:



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

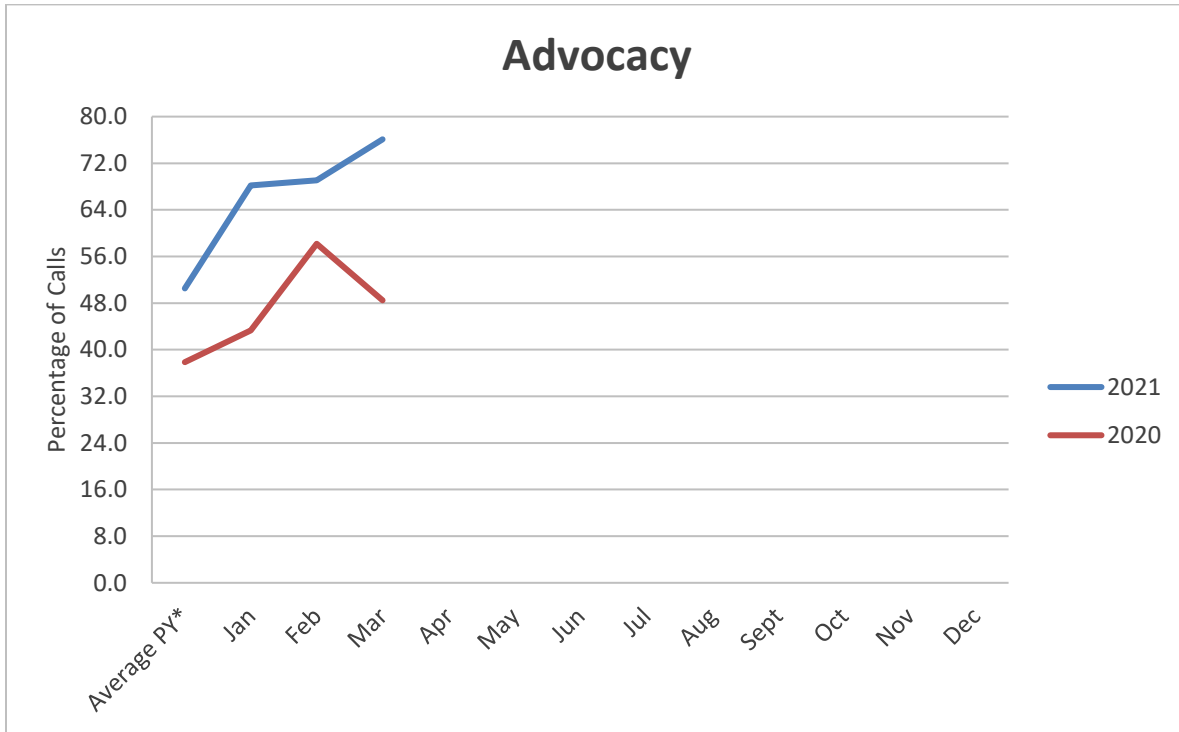
### Follow-Ups Offered:



- 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.

