



211 Monthly Report – April 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. The service is free, confidential and available in over 170 languages

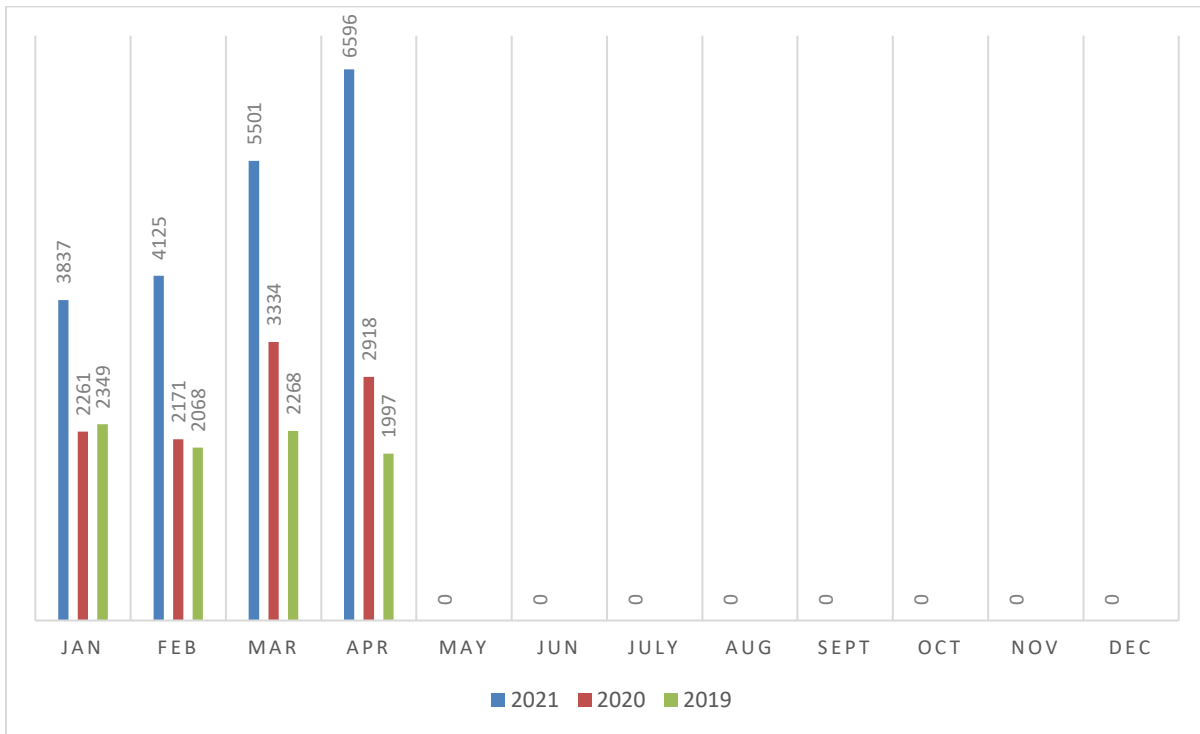
The following report includes information for 211 South as reported by Distress Centre Calgary.

Summary:

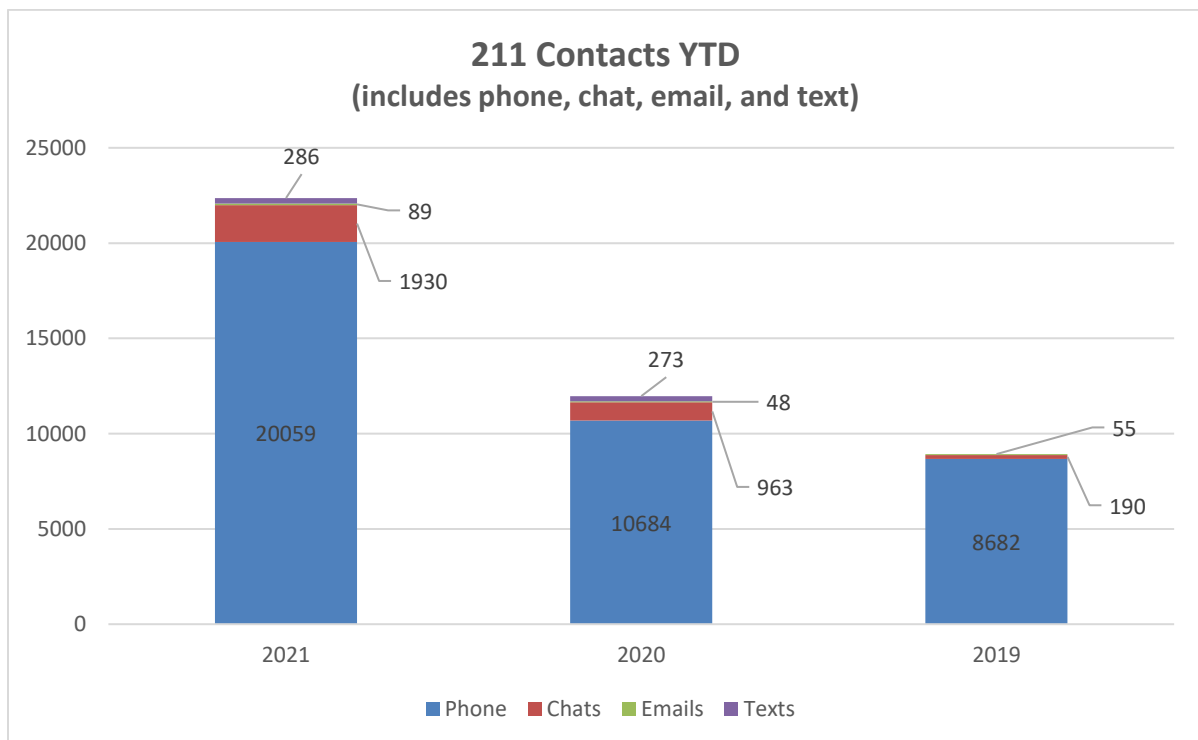
- April's call volume increased by 126% compared to April 2020 and increased by 230% compared to April 2019.
- Overall contact volume (all modes of contact) for April increased by 123% and 257% in comparison with April 2020 and April 2019 respectively.
- YTD contact volume increase is 87% and 151% over 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 610 chats in April, which is almost 2 times the chat contacts in April 2020 (293).
 - The 211 text service was soft launched July 17, 2019 with limited hours and expanded to 24/7 in February 2020. We responded to 77 texts in April.



Monthly 211 Call Volume:



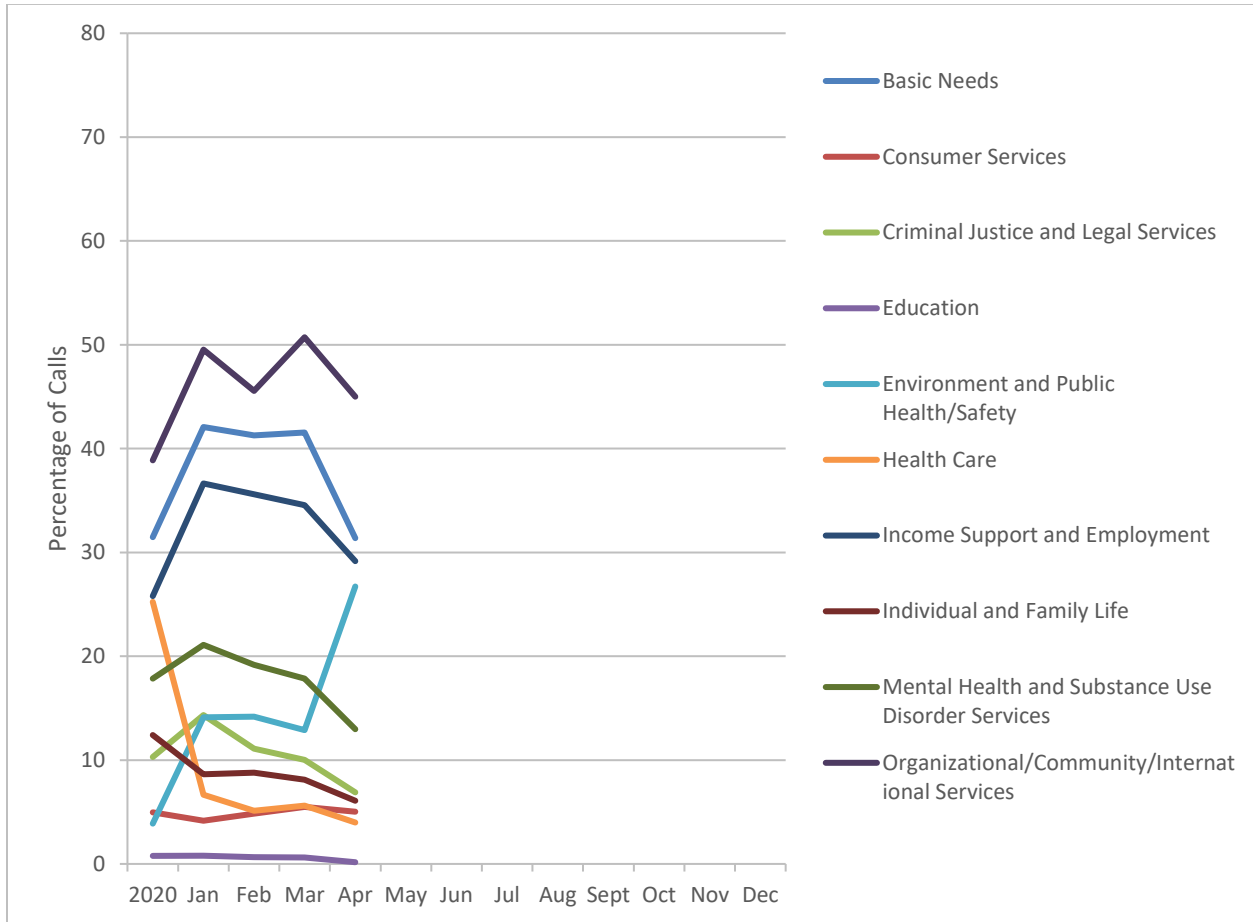
Year-To-Date 211 Contacts Volume:





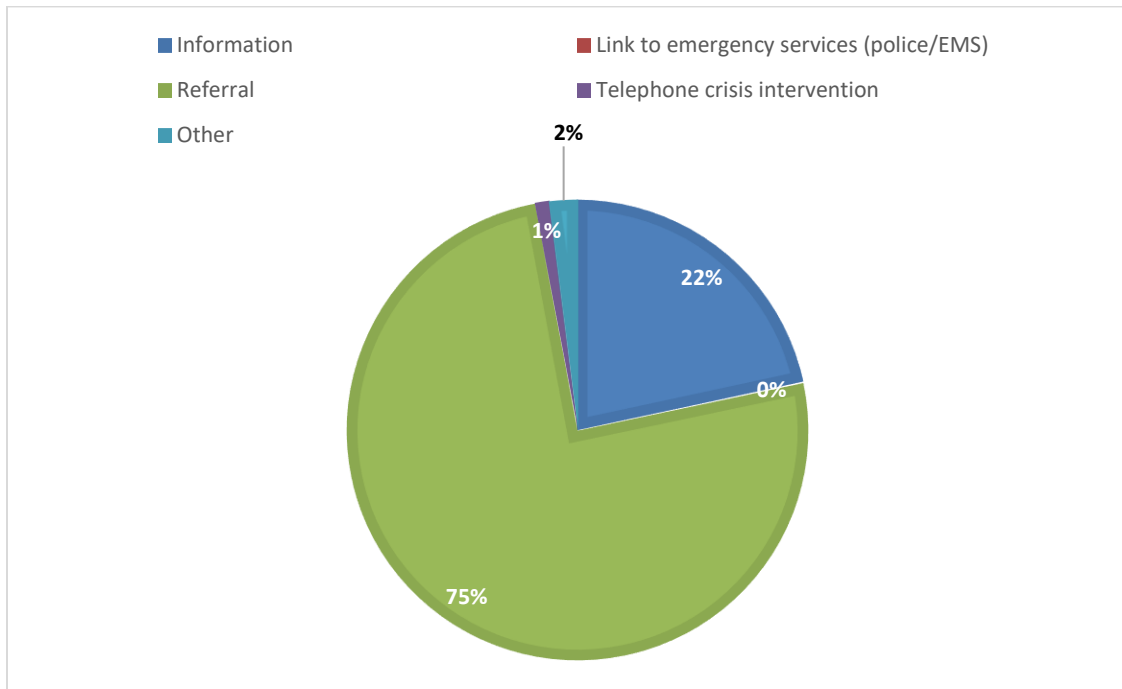
User Needs 2021

The issues users discussed can be grouped into ten categories.

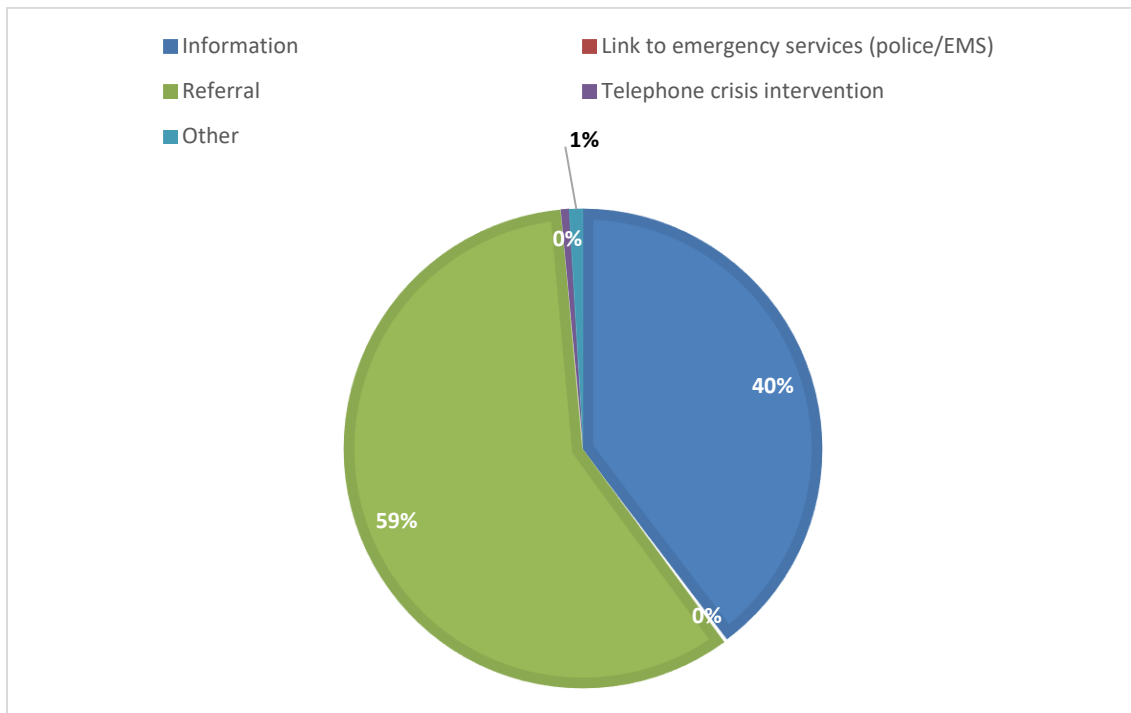




Service Provided YTD – Phone Contacts:

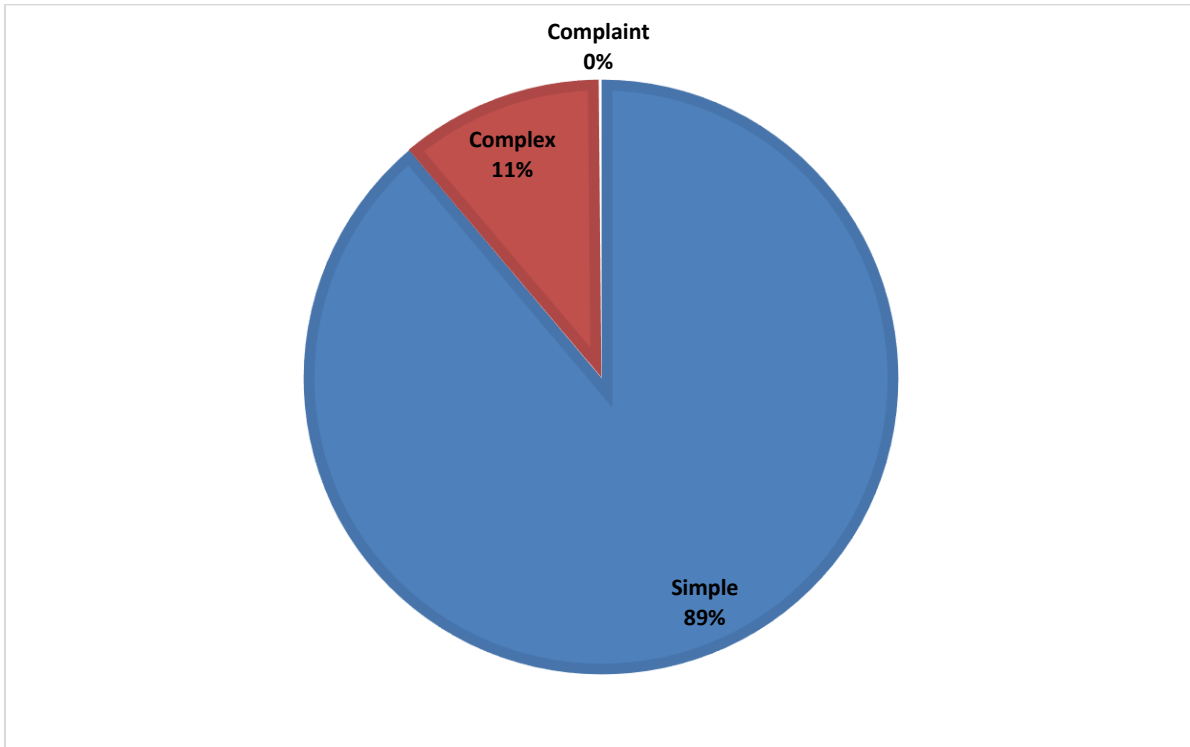


Service Provided YTD – Online Contacts:

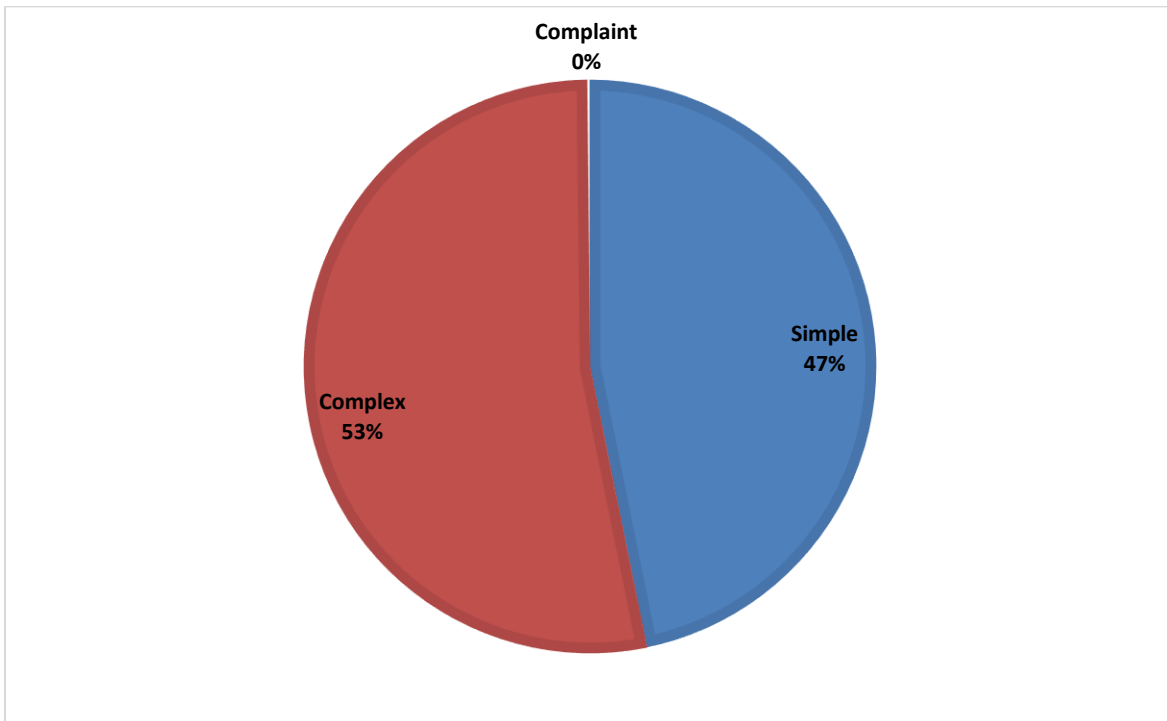




Call Type YTD – Phone Contacts:

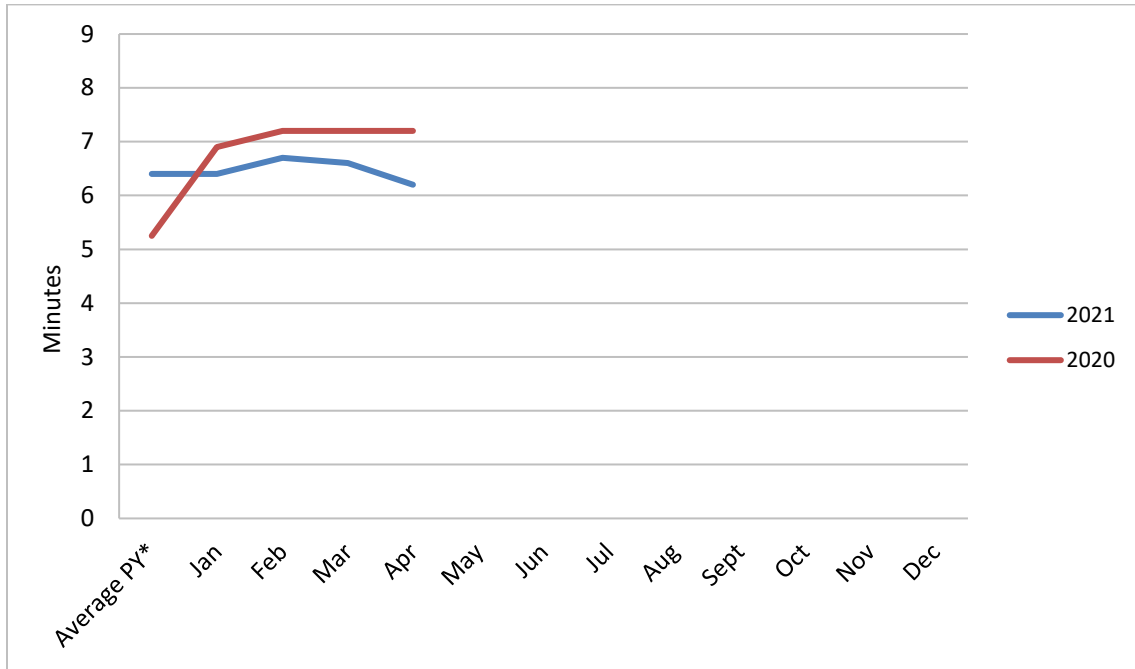


Call Type YTD – Online Contacts:



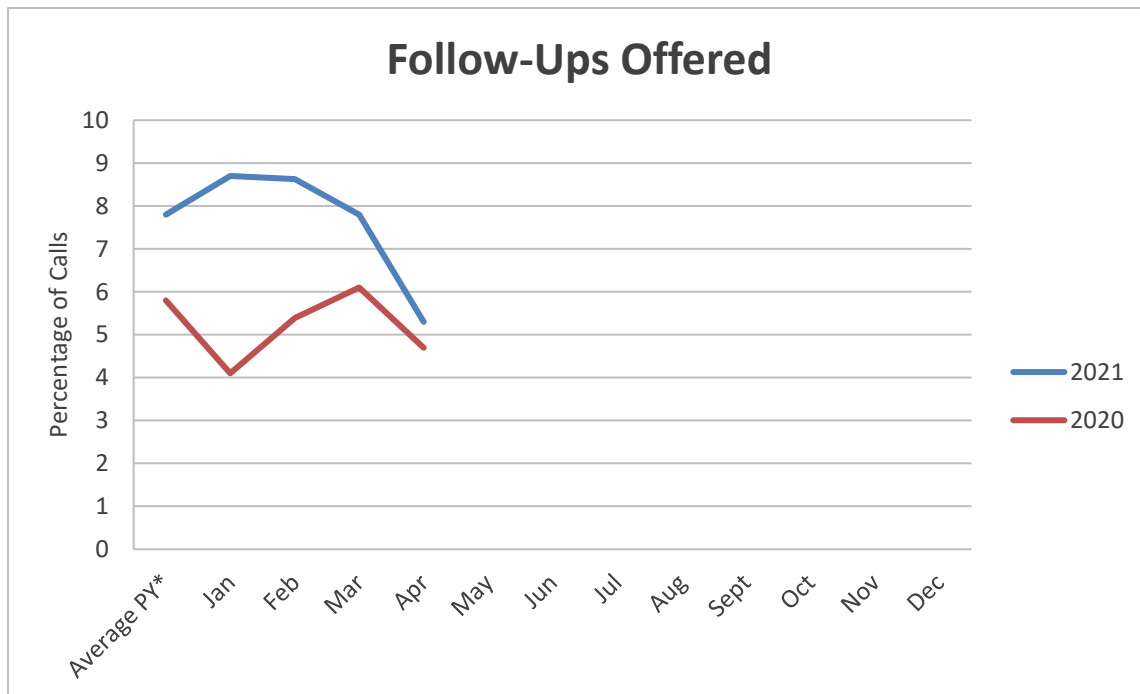


Average Length of Call:



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

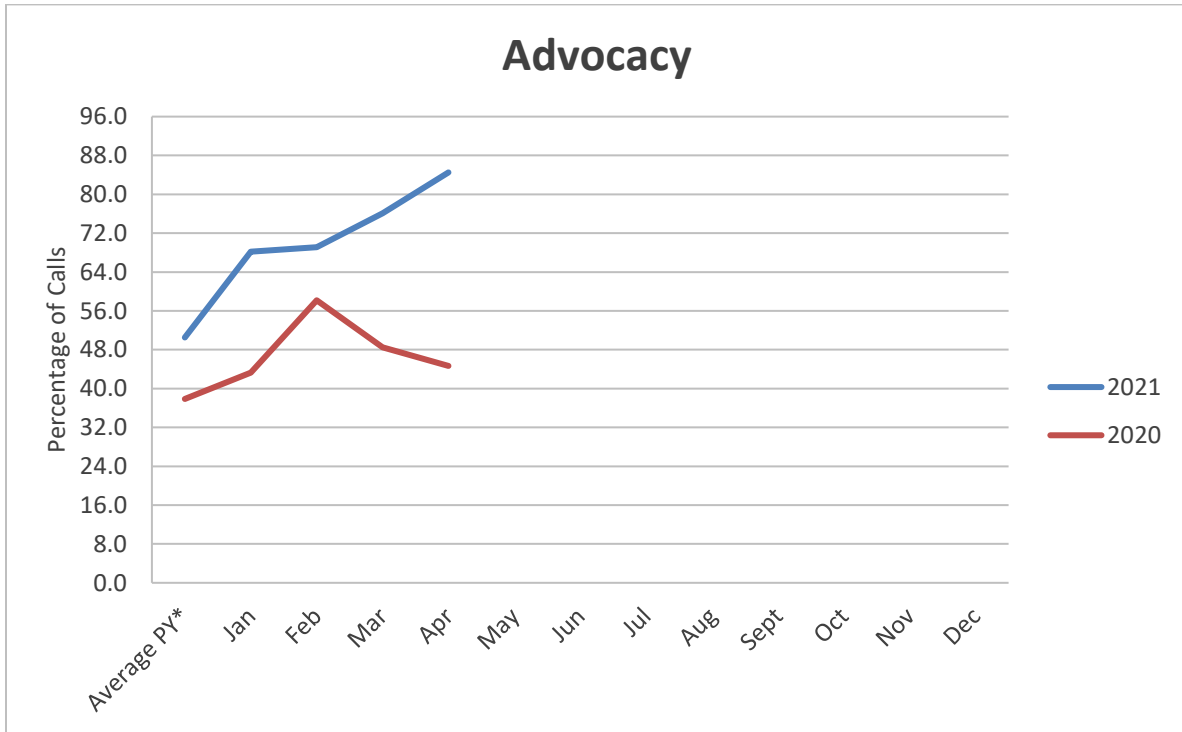
Follow-Ups Offered:



- 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.

