



## 211 Monthly Report – May 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

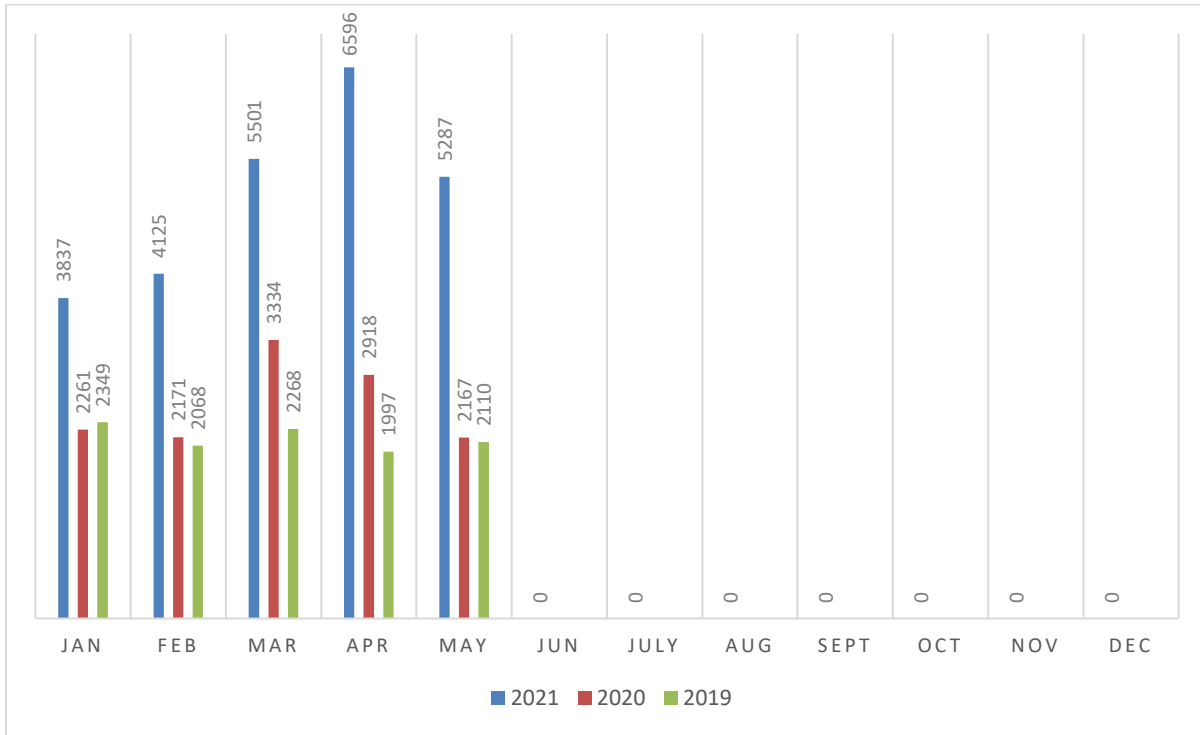
The following report includes information for 211 South as reported by Distress Centre Calgary.

### Summary:

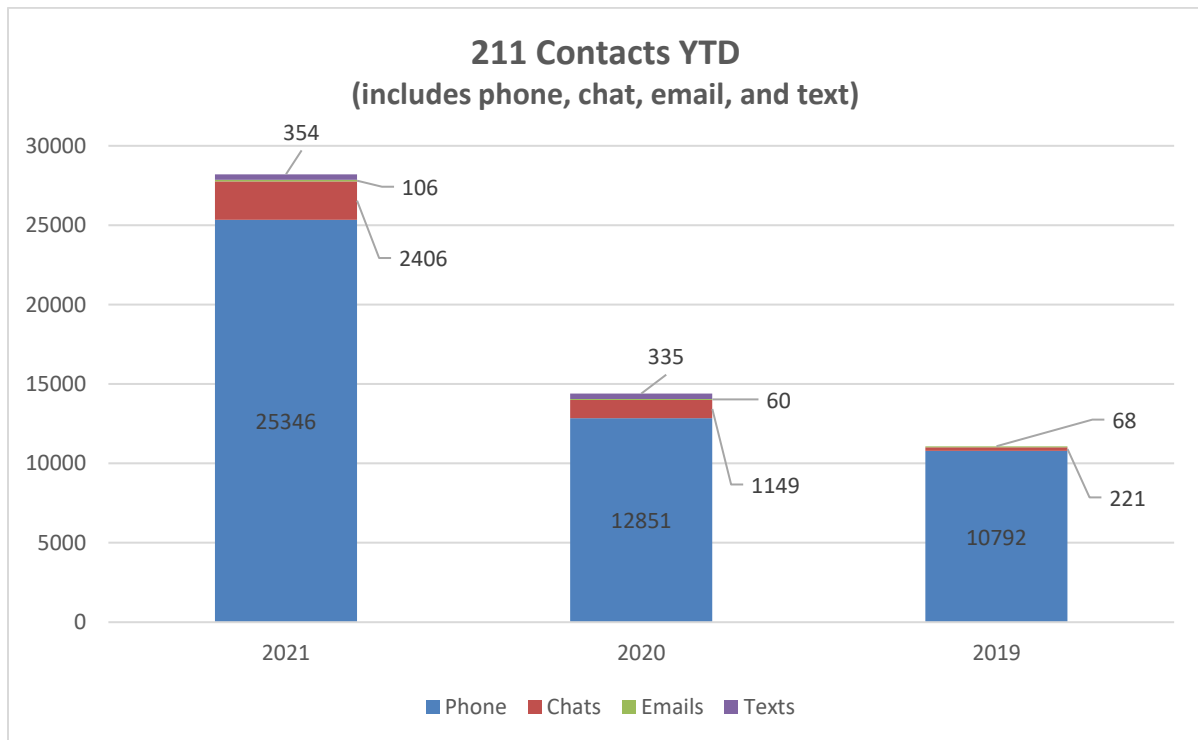
- May's call volume increased by 144% compared to May 2020 and increased by 151% compared to May 2019.
- Overall contact volume (all modes of contact) for May increased by 141% and 171% in comparison with May 2020 and May 2019 respectively.
- YTD contact volume increase is 96% and 155% over same period 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 476 chats in May, which is over 2 times the chat contacts in May 2020 (186).
  - The 211 text service was soft launched July 17, 2019 with limited hours and expanded to 24/7 in February 2020. We responded to 68 texts in May.



**Monthly 211 Call Volume:**



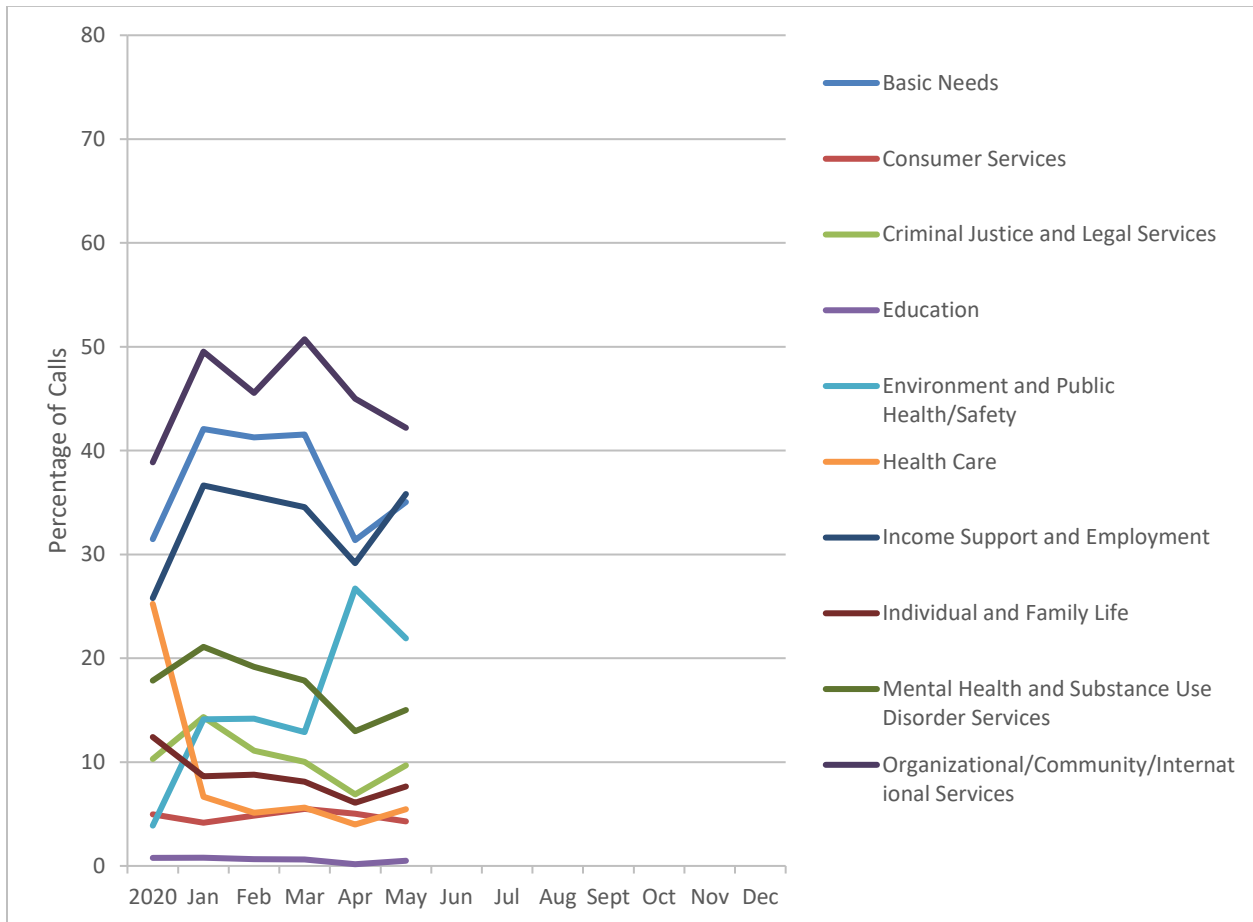
**Year-To-Date 211 Contacts Volume:**





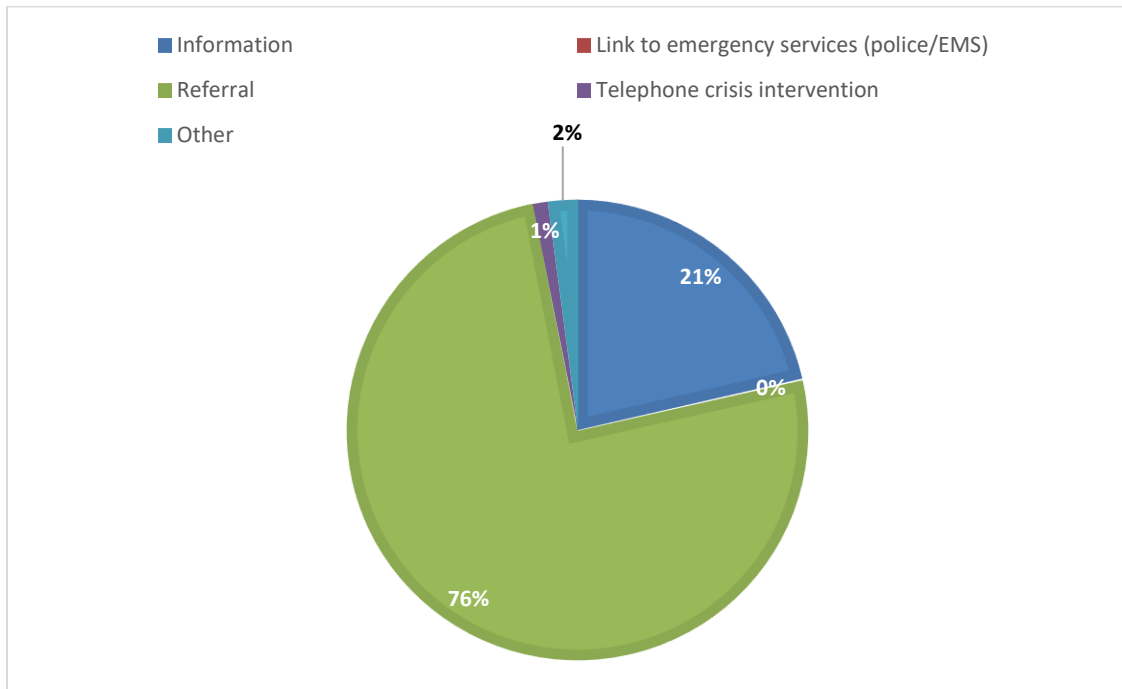
## User Needs 2021

The issues users discussed can be grouped into ten categories.

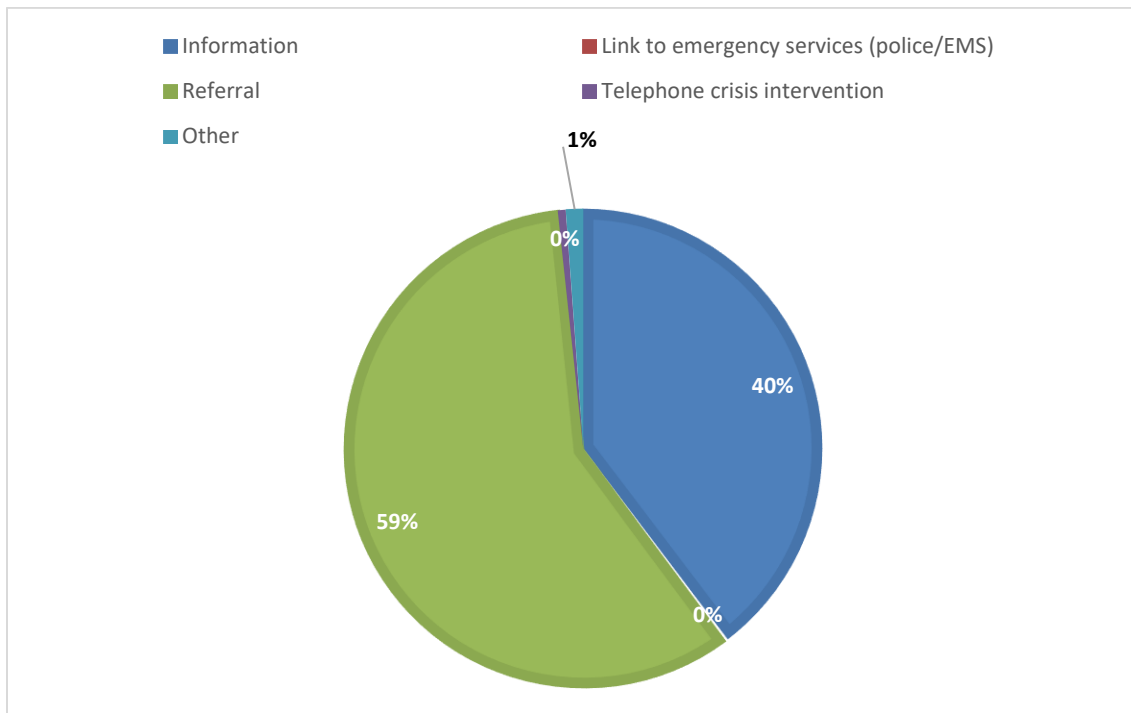




**Service Provided YTD – Phone Contacts:**

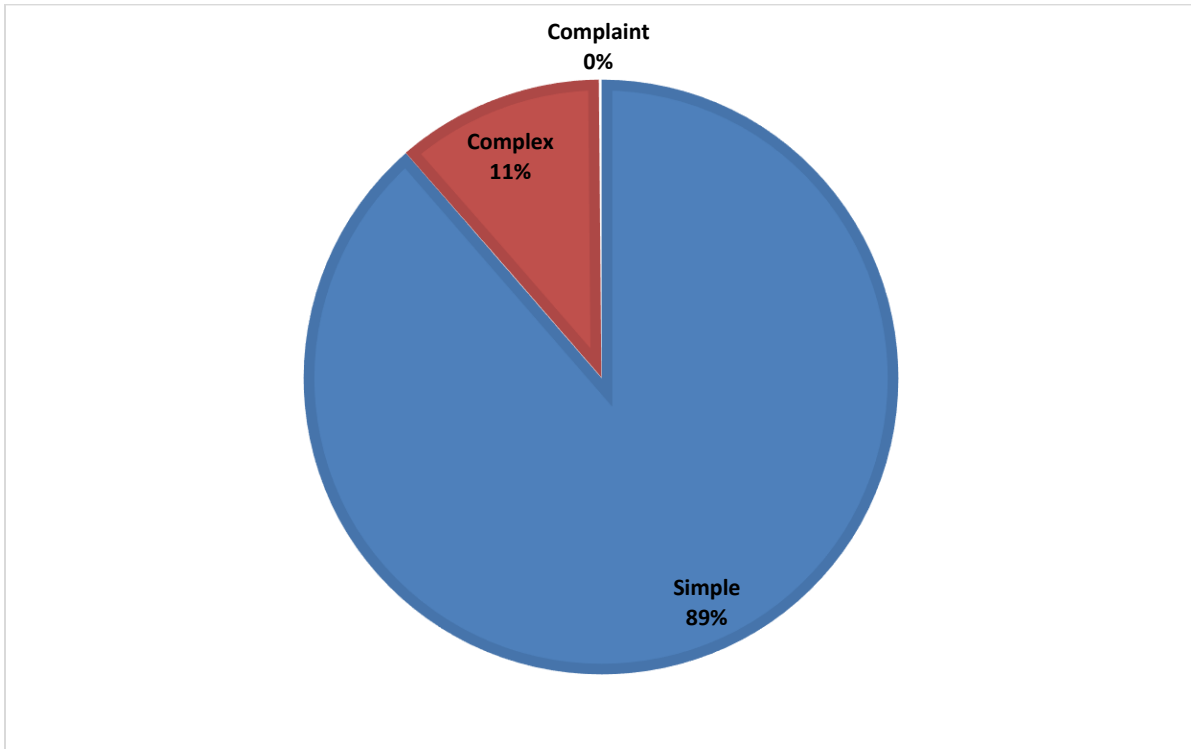


**Service Provided YTD – Online Contacts:**

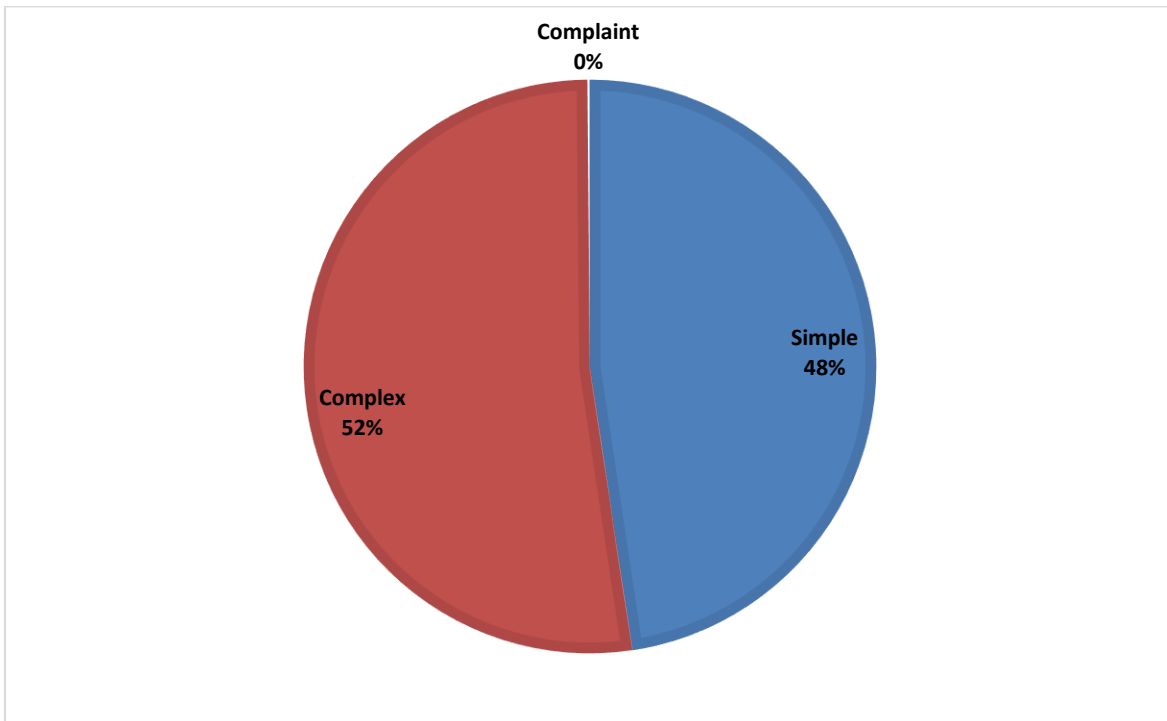




**Call Type YTD – Phone Contacts:**

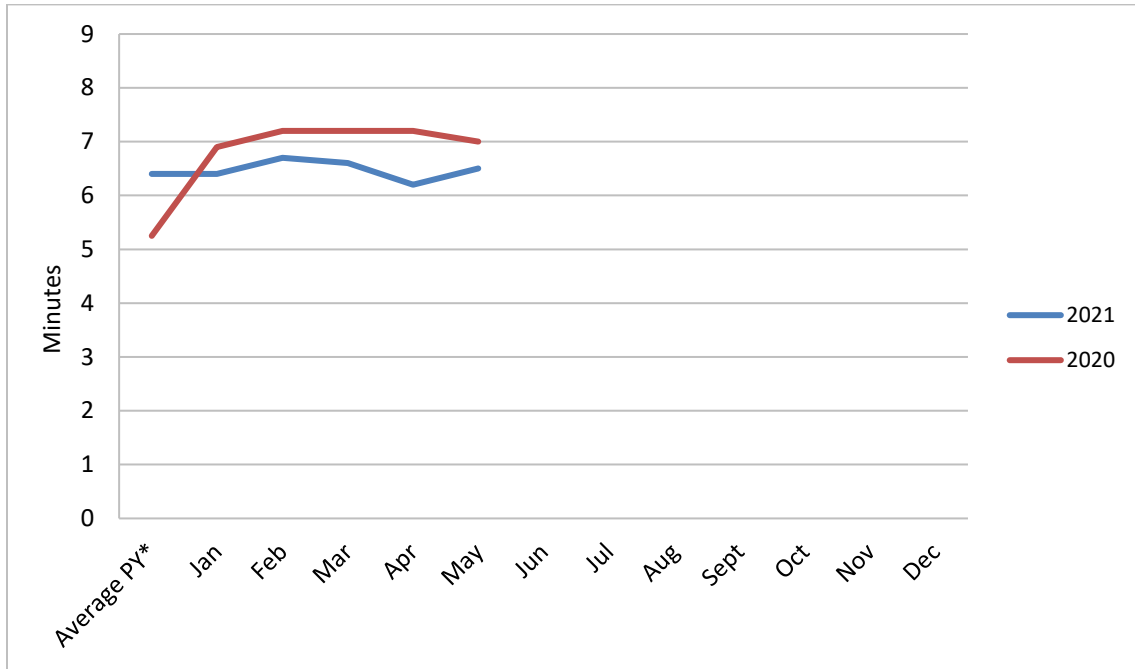


**Call Type YTD – Online Contacts:**



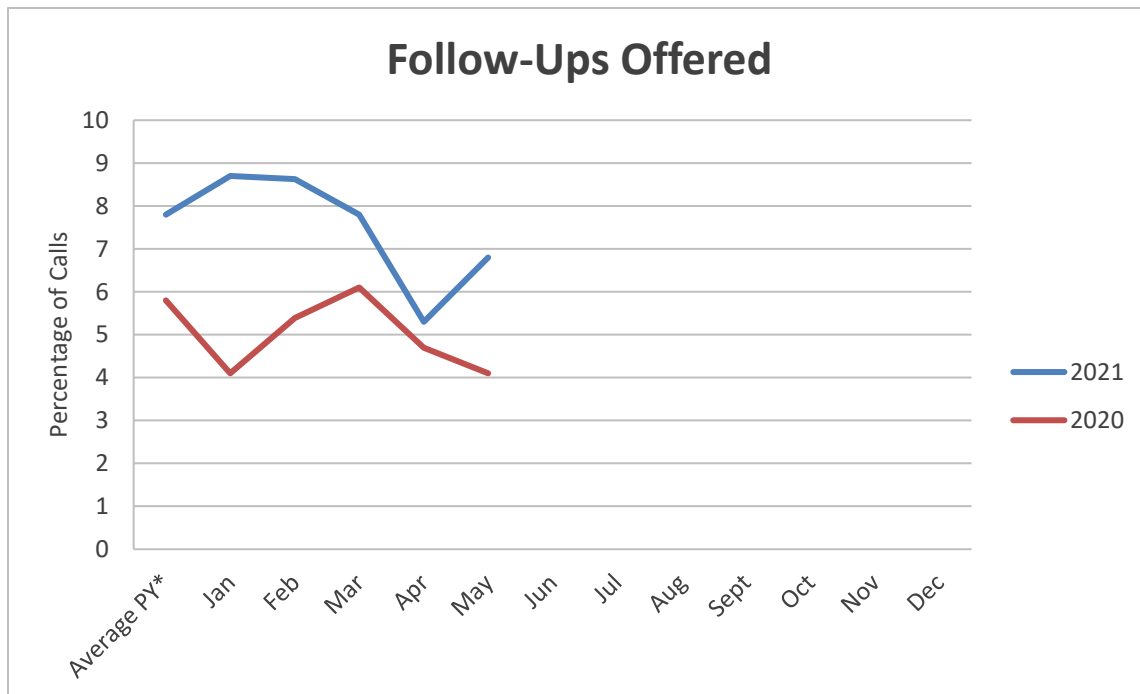


### Average Length of Call:



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

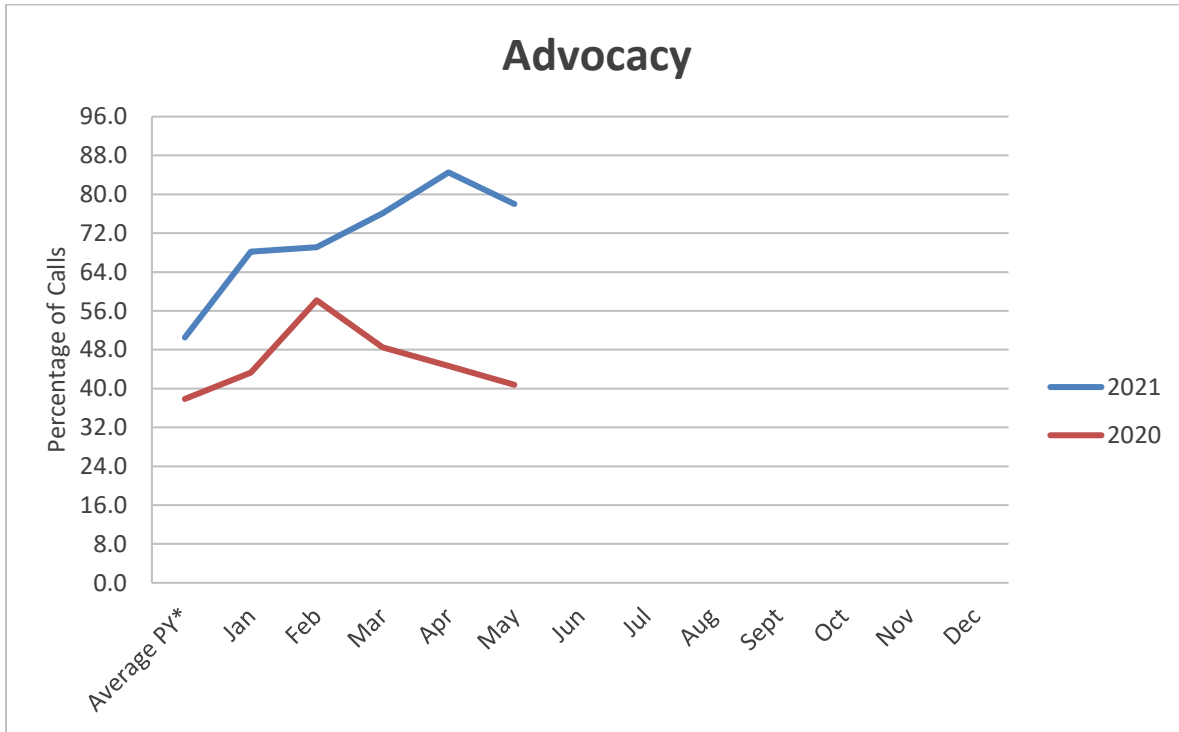
### Follow-Ups Offered:



- 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.

