



211  
Saskatchewan



# 211 SASKATCHEWAN

*United Way is leading 211 in Saskatchewan to help improve access to services and support the mental, emotional and spiritual well-being for everyone in our province.*

211 Saskatchewan is an initiative of United Way of Saskatoon and Area and United Way Regina.

**Vision** - To be THE provider of real time community information and referral in Saskatchewan.

**Mission** - To strengthen communities by effectively connecting people with appropriate information and services.

**Values** - Inclusivity and diversity – service for all while respecting unique communities; partnership with human service providers at all levels; innovation – continually looking for new ways to connect people with their communities.

## ISSUE



Access to services is a serious issue 211 is working to address. A significant barrier for individuals and families to accessing the services they need is the complexity of finding the information they are looking for. Whether it is finding assistance with basic needs such as food, shelter and employment, looking for support for an aging parent, or trying to find childcare, navigating through all of the information out there can be overwhelming, confusing and ultimately a roadblock to finding support.

## ACTION



As a National United Way service, 211 is the source Canadians trust when seeking information and services to deal with life's challenges.

211 is a free, confidential, service that connects individuals to human services in the province by telephone, text, or online chat, plus a searchable website with over 6,000+ listings of community, government and health services across the province.

This access to community, non-emergency health and government services is available 24 hours a day, 7 days

a week, 365 days a year. Over 175 languages, including 17 Indigenous languages available over the phone.

211 helps first responders, social workers, police, RCMP, government agencies and other service providers find accurate information to direct people to the right resources, and relieves pressure on 911 by providing a more appropriate option in non-emergency situations.

Through 211 United Way will be able to identify gaps in services and geographical areas and make decisions based on unmet needs in our communities.

## 2021 RESULTS



In 2021, 237,701 unique visits were made to the 211 Saskatchewan website and the top five searches on the website were:

- Mental Health and Substance Use
- Basic Needs
- Health Care
- Individual and Family Life/Children and Families
- Income Support/Employment

211 service navigators answered 6,388 service inquiries - 5,522 phone calls, 449 texts, 331 web chats, 84 e-mails, and 2 TTY calls from individuals looking for support.

The top five issues reported through calls, texts, web chats and e-mails were:

- Health Care
- Basic Needs
- Mental Health and Substance Use
- Income Support and Employment
- Organization/Community/International

## 211 SASKATCHEWAN AND COVID-19

The COVID-19 pandemic continues to impact our province and world, and 211 plays a valuable role in helping people connect to the supports and services they need.

In 2021, 211 Saskatchewan saw an increase of 110% in the volume of calls compared to 2020. The main reason for contacts were health related, particularly providing information and connection for needs as a result of the pandemic. As a result of the long term impacts due to the pandemic, there was also an increase in calls related to basic needs – particularly housing/shelter and food security.

The team continues to stay connected with community partners to ensure we are able to provide updated and accurate information to those looking for support.