

211 Saskatchewan



BUILDING STRONGER COMMUNITIES.

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

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

Mission - Our mission is 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



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



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 5,000+ listings of community, government and health services across the province.

This service 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, and other service providers find accurate information to direct people to the right resources, and relieve 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.

2018 RESULTS



118,791 unique visits were made to the 211 Saskatchewan website.

The top searches on the 211 Saskatchewan website:

- Mental health - 3,055 searches
- Homelessness/housing - 2,540 searches
- Income support (including employment) - 1,570 searches
- Food security - 1,203 searches
- Children/families - 1,191 searches
- Seniors - 956 searches

From March to December, 211 community navigators answered 868 service inquiries - 577 phone calls, 127 texts, 107 web chats and 57 e-mails from individuals looking for support.

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

- Basic needs (24%)
- Mental health/substance abuse (16%)
- Health care (15%)
- Income support/employment (11%)
- Individual/family life (8%)

A recent survey indicated that; 87% found the site useful; 64% found the information that they were looking for; and 66% learned about a new service they did not know existed.



United Way



#helpstartshere

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