



Text
2-1-1



Call
2-1-1



Go Online
sk.211.ca

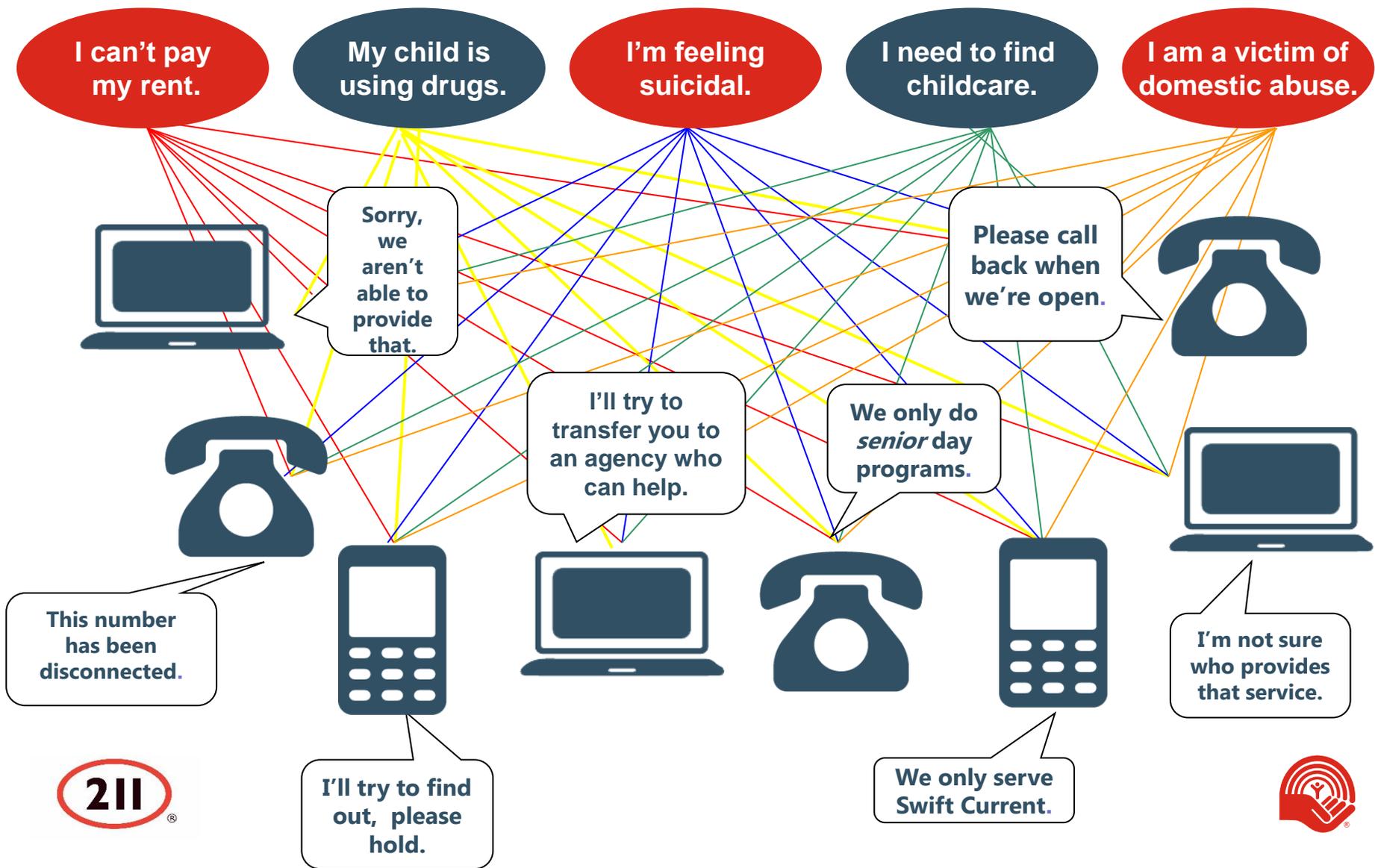
Connect with resources in your community.



Saskatchewan



Imagine...



I can't pay my rent.

My child is using drugs.

I'm feeling suicidal.

I need to find childcare.

I am a victim of domestic abuse.

Sorry, we aren't able to provide that.

Please call back when we're open.

I'll try to transfer you to an agency who can help.

We only do *senior* day programs.

This number has been disconnected.

I'm not sure who provides that service.

I'll try to find out, please hold.

We only serve Swift Current.



Imagine a single solution...



What is 211?

- Multi-channel
- 24/7/365
- Over 175 languages
- Free & confidential
- Certified Information & Referral Specialists



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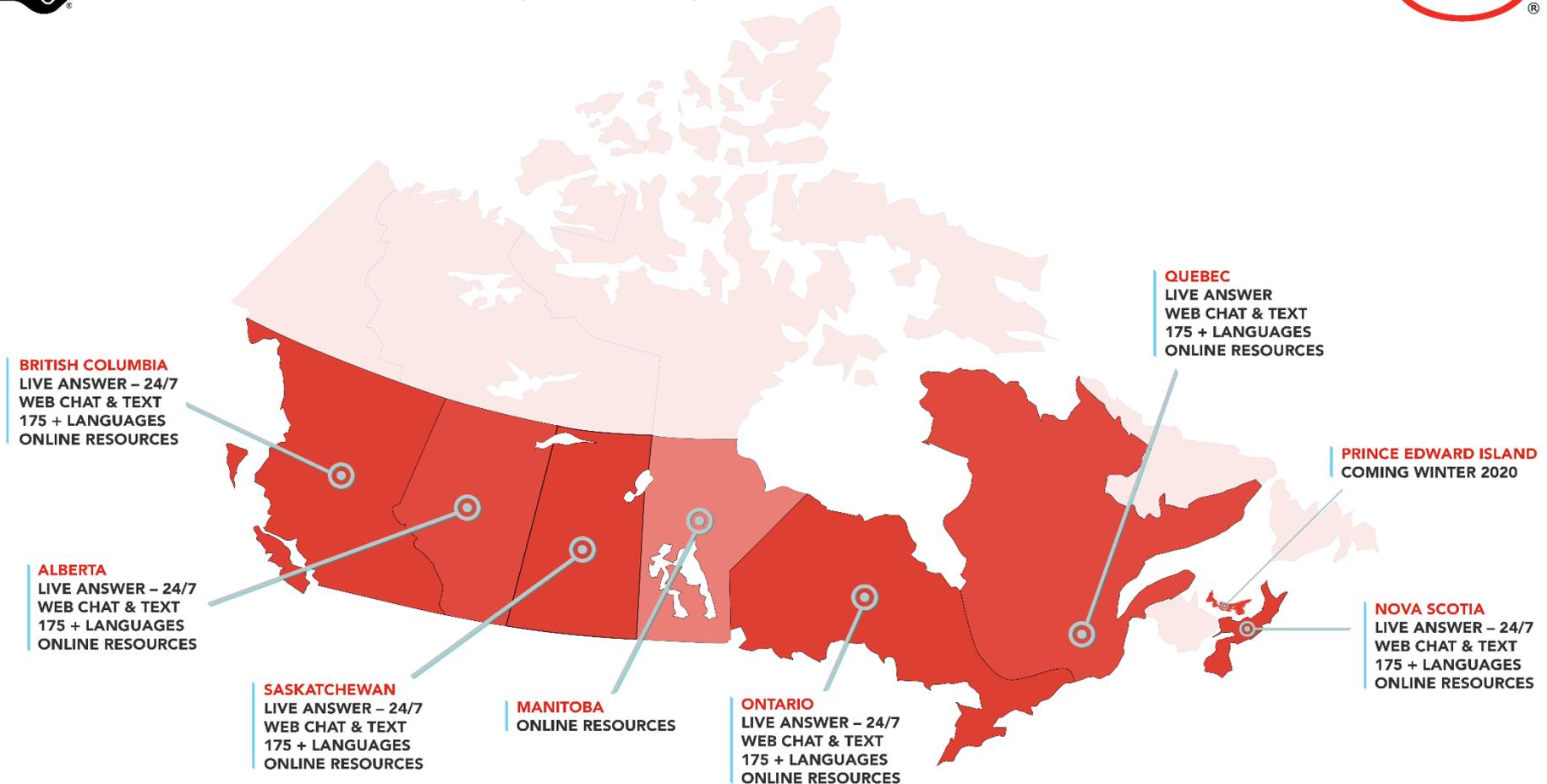


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211 SERVICE AVAILABILITY



Saskatchewan Three-Digit Phone Lines

9-1-1 - EMERGENCY SERVICES

4-1-1 - LOCAL DIRECTORY ASSISTANCE

8-1-1 - PROFESSIONAL HEALTH ADVICE AND MENTAL HEALTH SUPPORT

2-1-1 - INFORMATION AND REFERRAL ON SOCIAL, COMMUNITY, NON-CLINICAL HEALTH, AND RELATED GOVERNMENT SERVICES



Searchable Categories

Looking for:



Crisis Hotlines



Mental Health
& Addictions



Violence/
Abuse



Health Care



Learning/
Education



Community
Programs



Seasonal



Homelessness



Employment/
Training



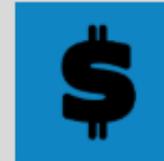
Housing



Food Security



Legal/Courts



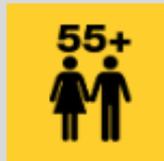
Income
Support



Indigenous
Peoples



Refugees/
Immigrants



Older Adults



Youth



Children/
Families



People with
Disabilities



Veterans/
Military



sk.211.ca - Independent Search

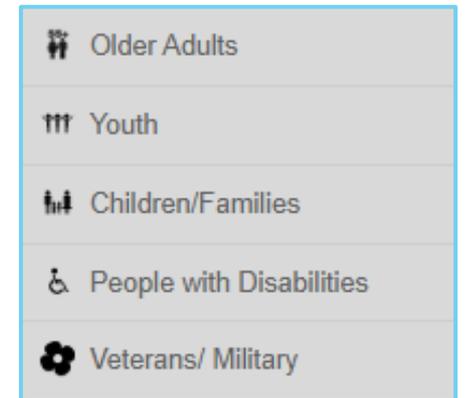
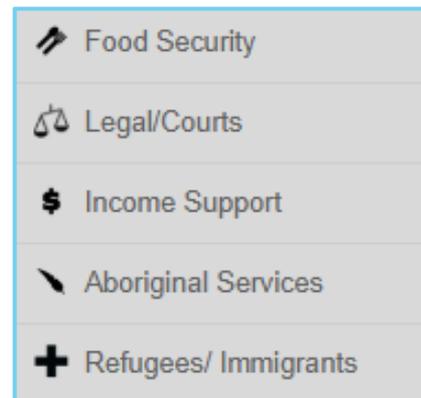
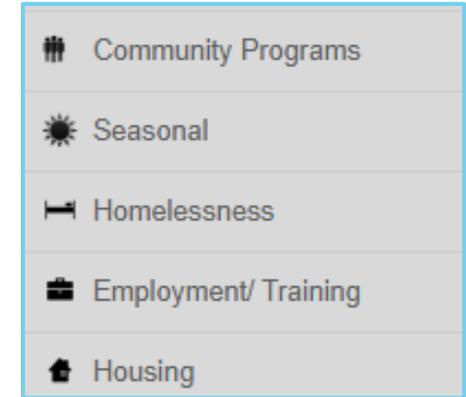


FEATURES:

- Easy and user friendly
- Service-focused
- Use from a computer, smartphone, or tablet
- Google Translate tool
- Print tool

SEARCHING:

- Select a search icon or enter a search term
- Enter your location
 - Tip: enter a postal code if searching in a city.
 - Select a location from the drop-down menu.
- Select a sub-category to narrow your search
- Press SEARCH



Impact of 211

- Helps us find services to help tackle life's challenges
- **Helps to re-direct non-emergency calls from 911**
- Identifies service gaps based on unmet needs
- **Acts as the main information source during crisis or disaster situations**
- Online survey results showed that individuals found the service helpful and were connected with new services





Top Issues: 2019

Issue	I&R	Website	
Basic Needs	21%	20%	
Mental Health & Addictions	26%	17%	
Income Support / Employment	11%	9%	
Health Care	14%	3%	
Individual and Family Life / Children and Families	6%	6%	
Abuse/Assault/Violence	6%	4%	
Criminal Justice / Legal Services	7%	<3%	
Organizations/Community	6%	3%	
Older Adults	n/a	5%	55+ 



2019 Demographics of Information and Referral Usage

GENDER	
Female	56%
Male	31%
Other/Unknown	13%

TYPE OF CALL	
Individual	82%
Third Party	12%
Service Provider	6%

AGE	
Youth	7%
Adults	70%
Seniors	8%
Unknown	15%

WEBSITE	CALL/TEXT/WEB CHAT
1. Regina	1. Saskatoon
2. Saskatoon	2. Regina
3. Prince Albert	3. Prince Albert
4. Moose Jaw	4. Moose Jaw
5. Yorkton	5. Yorkton



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Questions?





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