

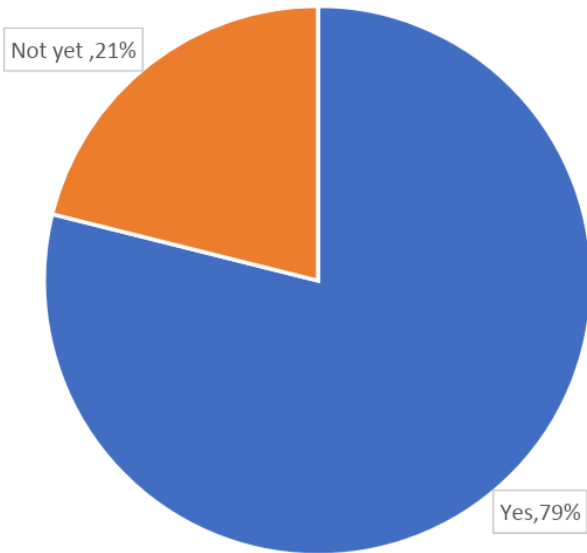
211 Edmonton & Northern Alberta Follow Up Survey Results 211

2021 Full Year

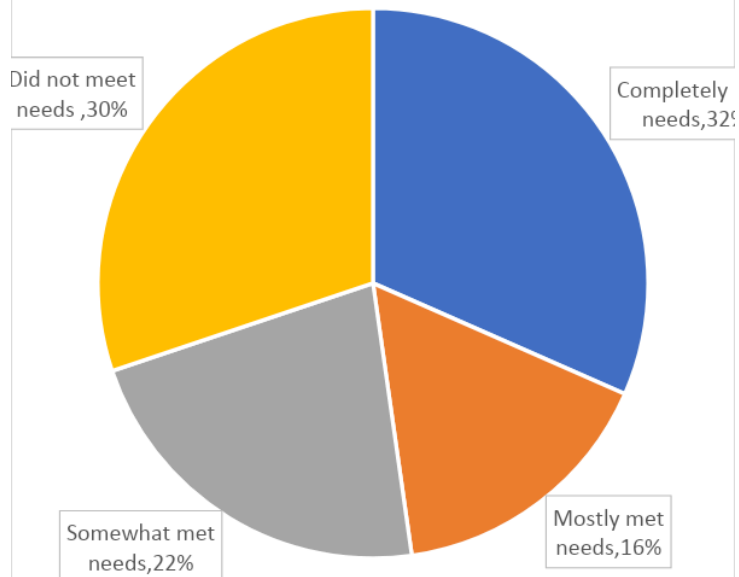
Results from 7-10 day follow ups with callers who initially called in to 211 or Seniors 211.

- **1814** follow ups were offered for 7-10 days following the initial contact (3.80%)
- **1186** participants consented to a follow up call
- **638** surveys were completed

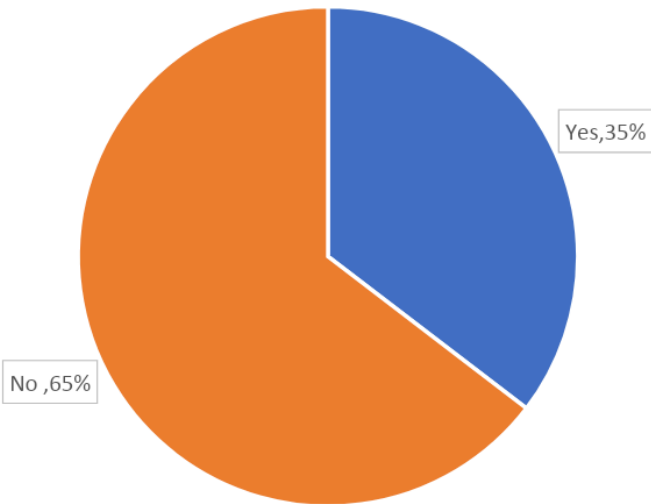
Have you contacted any community resources 211 staff referred you to?



To what extent did the resources you contacted meet your needs?



Did you experience challenges contacting the referrals 211 provided you?

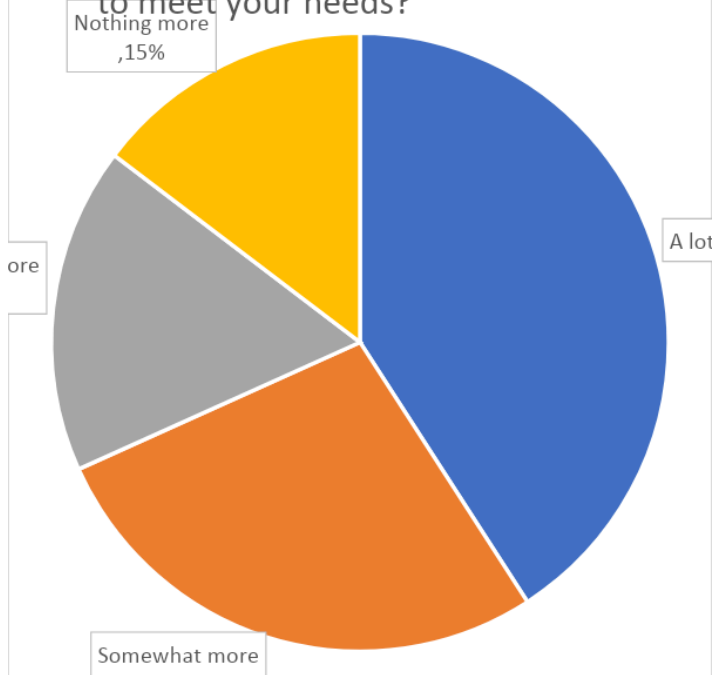


Challenges Identified:

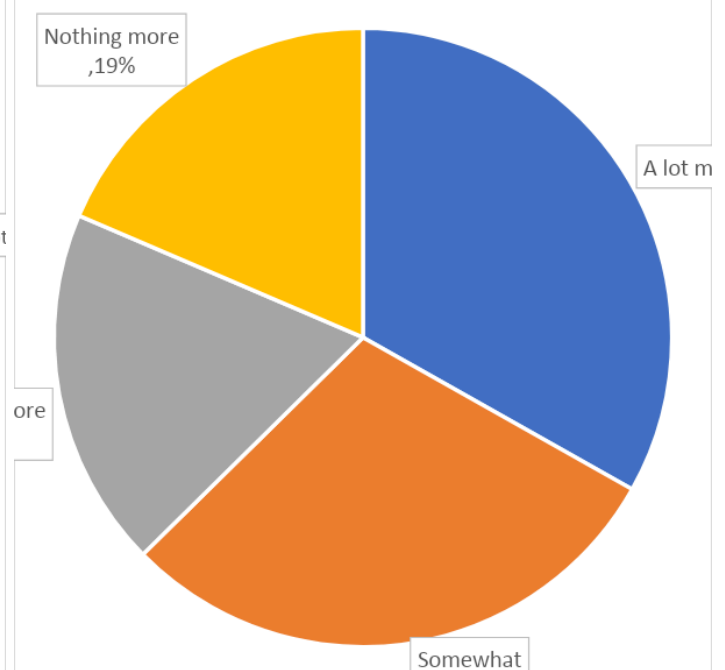
- Waiting for call back (72)
- No answer/long wait time (26)
- Not open when I am available (9)
- Language barrier (3)
- Other (85)

During your contact with 211, how much more did you learn about....

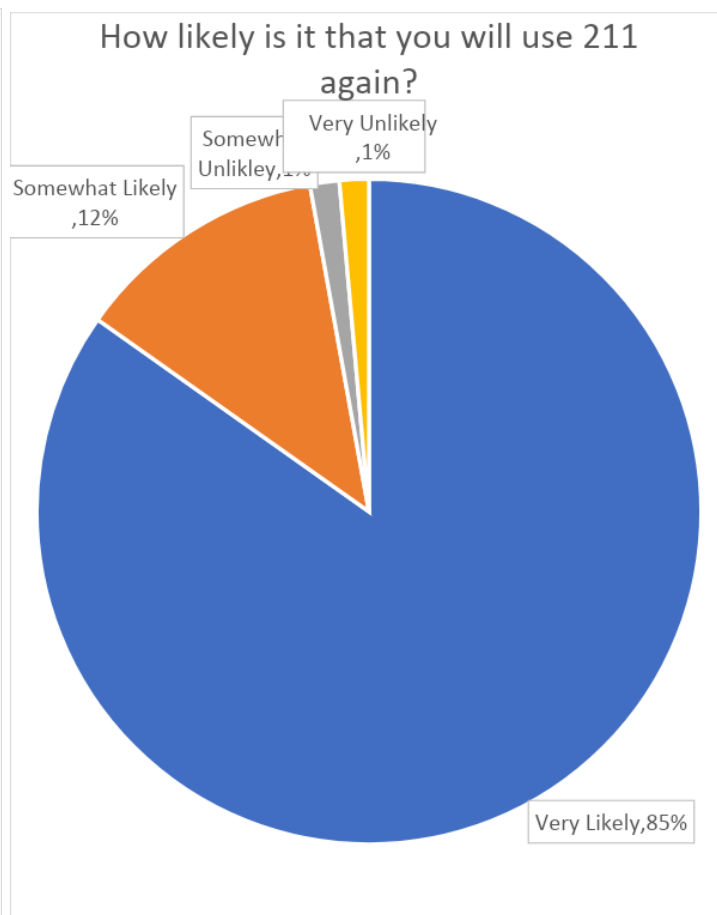
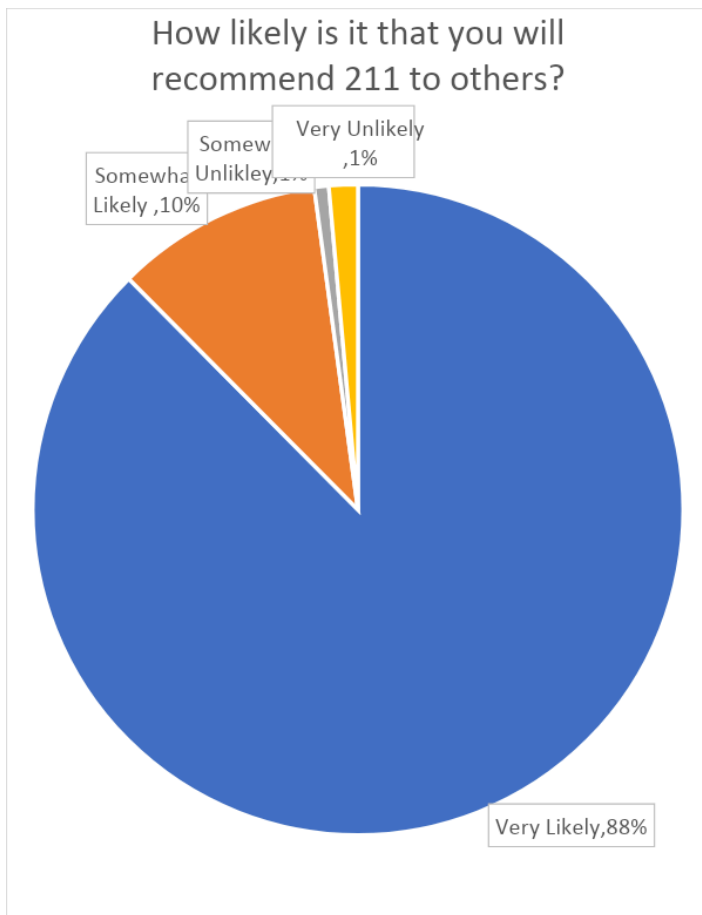
How to access community resources to meet your needs?



What community resources you are eligible for?



Given your experience with 211....

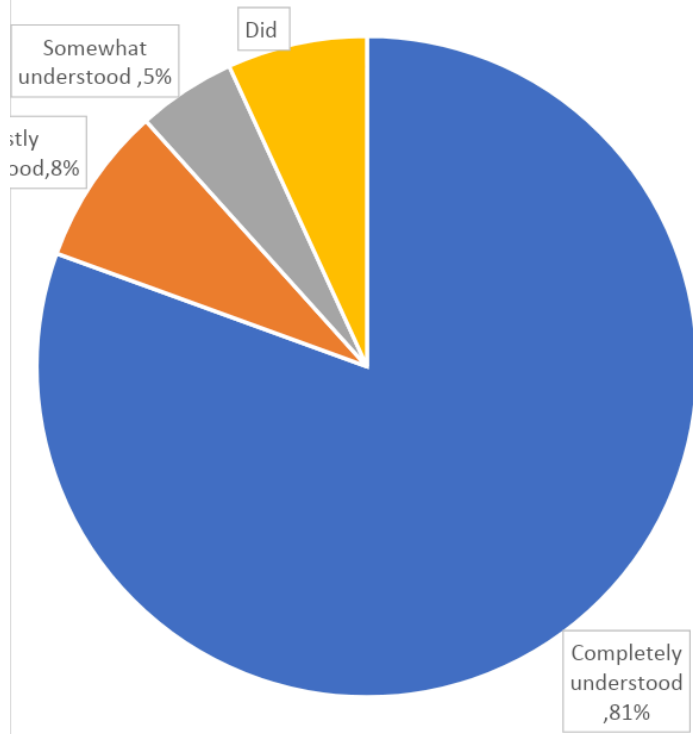


Results from immediately post contact survey, results reflect 211 Alberta and Seniors 211 (phone, text and chat)

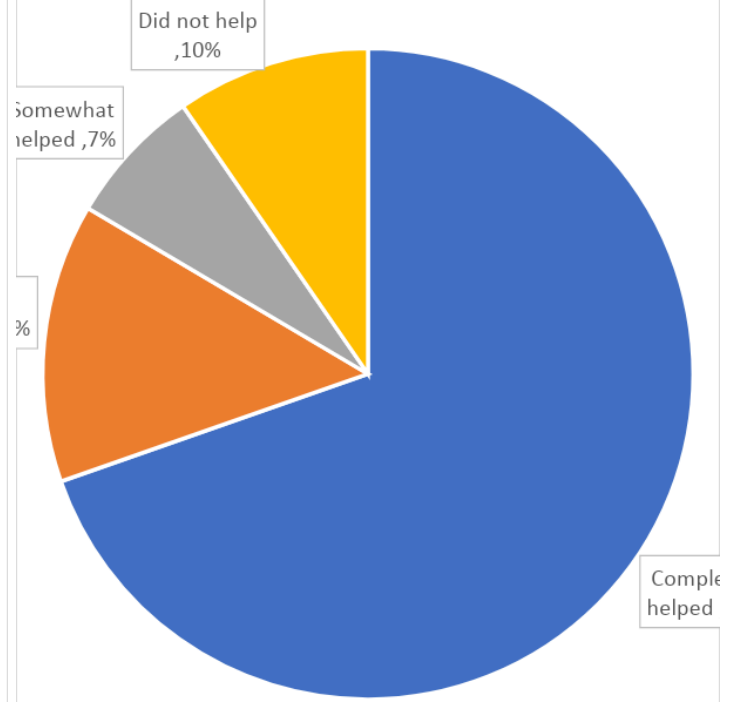
- 1710 surveys completed
- 42% from chat interactions, 22% from text interactions and 36% from phone interactions

In your opinion, to what extent did the 211 staff you connected with today...

Understand what you told them?



Help you learn about what services or supports could meet your needs?



How confident are you that you can access community resource to meet your needs?

