



Connecting to Community Services through bc211



we can help

- Free, confidential information and referral for community, non-clinical health, government and social services
- Delivered via highly trained information and referral specialists
- Core online services and telephone and text services, 24/7 – 365 days a year
- Multilingual -160 languages
- bc211.ca online

Strengthening
communities by
connecting people with
the help they need



211 History

- In 1997, 211 was launched by United Way(UW) Metro Atlanta
- 90% coverage across the USA to date
- In 2001 UW Centraide Canada won approval from the CRTC for use of 211 for community, social and government information
- 2010 UW Lower Mainland developed infrastructure and provided funding to bring 211 to the Lower Mainland, Fraser Valley and Sunshine Coast

211 FOR ALL BRITISH COLUMBIANS

JUNE 14 2017

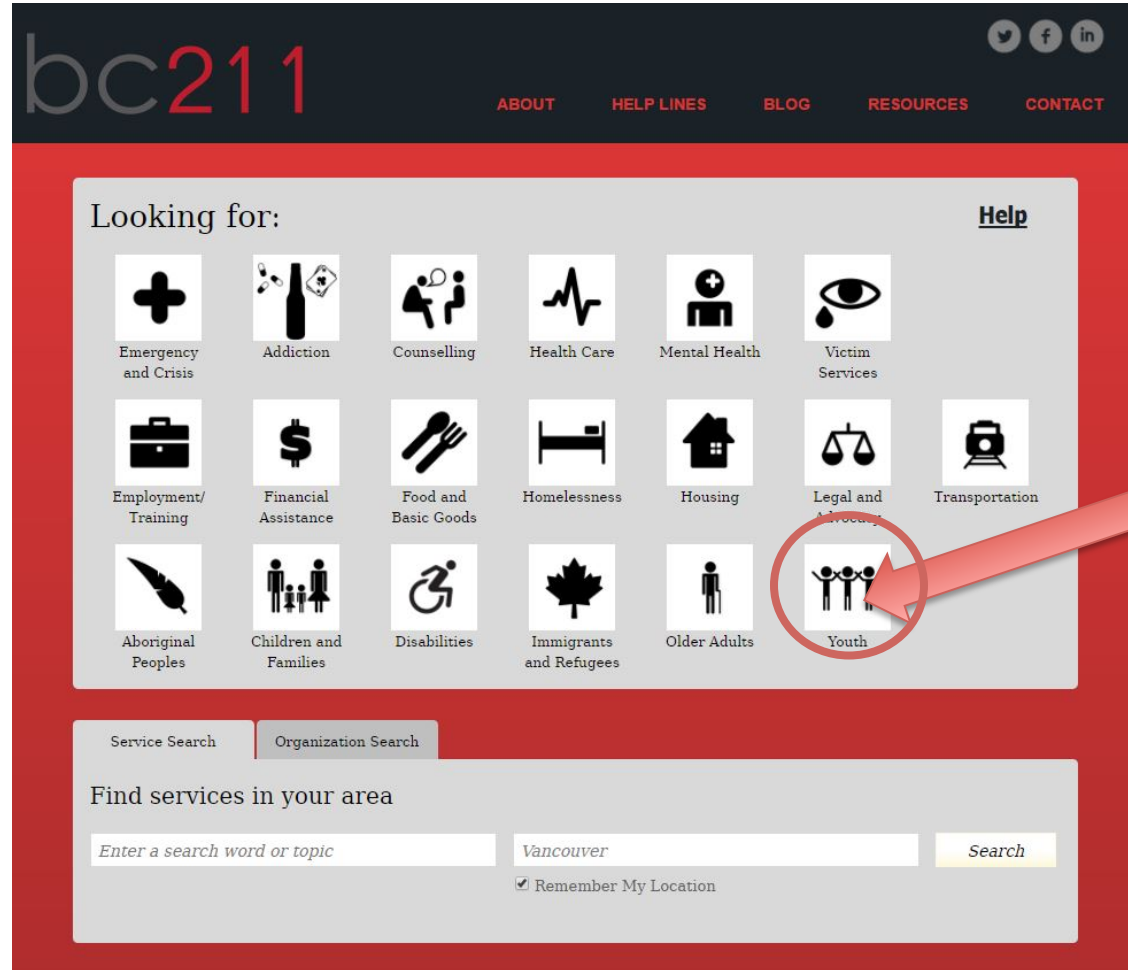
In partnership - all United Ways of BC fund and launch bc211's Online Services to serve all British Columbians

- Build out of service directory - 12,000 records
- Web portal bc211.ca
- Webchat



➤ **Complete Service Directory**

➤ **Easy Navigation**






















The screenshot shows the bc211 website interface. At the top, there is a dark navigation bar with the bc211 logo and social media icons for Twitter, Facebook, and LinkedIn. Below this is a red header with navigation links: ABOUT, HELP LINES, BLOG, RESOURCES, and CONTACT. The main content area is a grey box titled "Looking for:" with a "Help" link. It features a grid of 18 service categories, each with an icon and a label. The "Youth" category is circled in red, and a red arrow points to it from the right. Below the grid is a search section with two tabs: "Service Search" and "Organization Search". The "Service Search" tab is active, showing a search bar with the placeholder "Enter a search word or topic", a location field with "Vancouver", and a "Search" button. There is also a checkbox for "Remember My Location".

bc211

ABOUT HELP LINES BLOG RESOURCES CONTACT

Looking for: [Help](#)

| | | | | | | |
|---|--|---|--|--|---|---|
|  Emergency and Crisis |  Addiction |  Counselling |  Health Care |  Mental Health |  Victim Services | |
|  Employment/Training |  Financial Assistance |  Food and Basic Goods |  Homelessness |  Housing |  Legal and Advocacy |  Transportation |
|  Aboriginal Peoples |  Children and Families |  Disabilities |  Immigrants and Refugees |  Older Adults |  Youth | |

Service Search Organization Search

Find services in your area

Enter a search word or topic Vancouver Search

Remember My Location

September 18, 2017

United Way Greater
Victoria funds and
launches telephone
and text services for
all Vancouver Island



211 BY THE NUMBERS

Vancouver Island 2018

Top 5 reasons to call:

- Housing and Homelessness
- Health
- Mental health
- Income and financial assistance
- Substance use

bc211 Emergency Response

- Calgary Flood
- Refugee Resettlement
- Fort McMurray Fires



211 BC Wildfires



211 ASSISTS COMMUNITY SERVICE PROVIDERS

- Social Service Providers
- Front-line workers and professionals
- Human Resource/Employee Assistance Professionals

HOW 211 CAN BENEFIT MUNICIPALITIES

- Community Funders and Planners
- Premier Information and Referral Service
 - Efficiencies / Effectiveness
- Street and Shelter Help Line

HOW CAN YOU HELP?

- Champion the service in your communities
- Connect with the United Way in your region to show support
- Encourage citizens to access the service online throughout the province and by phone or text in the Lower Mainland, and here on Vancouver Island



THANK YOU



