

211 PEI - Frequently Asked Questions

What is 211?

- 211 a **free, confidential information and referral service** for community and social services available across the province. It will be available throughout the province – 24 hours a day, 365 days a year – by dialing “2-1-1” to speak to a helpful staff member or by text or searching the easy-to-use online database-
- 211 will link Islanders to the services that best meet their needs.
- 211 PEI will be launched in January 2020.**

What are the benefits of 211?

- 211 is easy to remember, reducing confusion, frustration and delay that can come from trying to search for services.
- Islanders can easily and quickly connect to the services they need, anywhere in the province, regardless of where they are located, through one phone number and one website
- Service providers can better support their clients by using the 211 directory and contact center support
- 211 usage reports help identify service gaps, duplication, and emerging trends that will better inform policy decision makers and planners in their work to ensure the right resources and services are in place where they are most needed.

Will 211 conflict with 911, 811, 511, 411?

- Each service is complementary but distinct; in fact, 211 has been proven to reduce congestion on other lines, with referrals being made between the services

Will we have a call centre in PEI?

- The contact center services will be physically located in Nova Scotia, which has a well-established contact centre with a proven track record, and has capacity to meet PEI needs.

Who answers the calls at 211 NS?

- Certified Information and Referral (I&R) specialists who rely on the strength of the PEI database.

Is 211 the same as case management?

- 211 does not provide case management services – this remains with the Island’s service providers who are experts in their work. 211 an information and referral service that supports Islanders in connecting to the right organization and the right service to meet their needs. Once the individual is connected to the service provider, there is no tracking of that individual’s use of services of those service providers.

Is 211 always confidential?

- The service is confidential and can be anonymous – only with consent is it not anonymous (as an example, an Islander calling after-hours may choose to provide contact information if a follow-up is needed during business hours).

- Is the data (on usage reports) available at the individual level or aggregated for reporting?**
 - Data is aggregated with personal identifiers removed

- Is there a cost for me to use 211?**
 - There is no cost for Islanders to use 211. The Government of Prince Edward Island and the United Way of Prince Edward Island are providing funds to support this initiative.

- What is happening now?**
 - United Way PEI has been contracted by the PEI Government to develop and implement 211 across PEI. The first stage is to develop the database. Organizations are invited to participate in the creation of the database by contributing their information and encouraging others.