

211 Newfoundland and Labrador

Objective

To provide an overview of 211 Newfoundland and Labrador (NL) and the needs of individuals accessing it.

Practice Points

1. 211 is a 3-digit information and referral service that connects people to a complete range of government, community, health and social services available in Canada.
2. 211 NL was launched in Oct 2020 through funding by the Government of Canada, in collaboration with the United Way of NL and its partners.
3. 211 NL is free and confidential, available 24/7, 365 days a year, and can support over 150 languages. It services all populations (youth, adults, seniors, families, newcomers, Indigenous peoples, people with disabilities, and 2SLGBTQIA+) and can be accessed by anyone in NL by phone, chat, web or downloadable app.

Methods

1. Needs assessments are conducted by trained Service Navigators as part of the information and referral process. Referrals are then provided based upon assessment.
2. Identified needs are based on referrals made by Service Navigators and may be classified as Met or Unmet. “Met” indicates 211 was able to find a service or services that met the need expressed by the individual. “Unmet” indicates 211 was unable to find a service or services that met the need expressed by the individual.
3. Data on contacts, referrals and identified needs for NL was obtained from the 211 Expansion Partner Portal (<https://211expansion.ca/ongoing-reporting-beta/>). Contacts are based on chat/email/phone connections that are answered by 211 Navigators.

Results

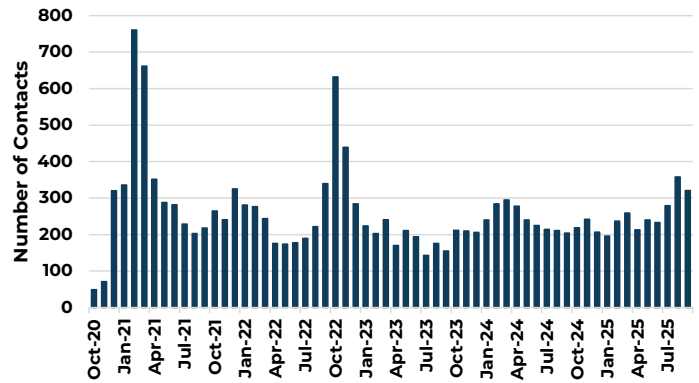


Figure 1. Number of Contacts by Month and Year, Oct 2020–Sep 2025

- From Oct 2020 to Sep 2025, more than 15,500 contacts were answered by 211 NL.
- Contact with 211 has varied by month and year.

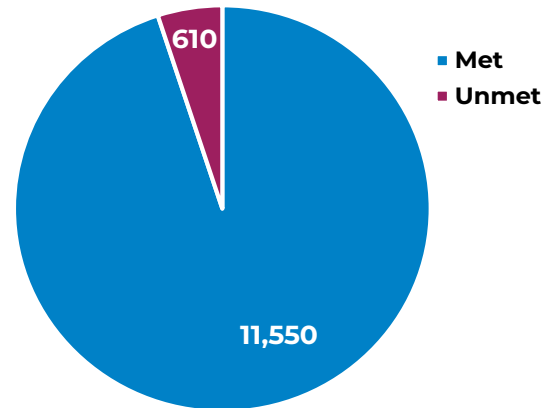
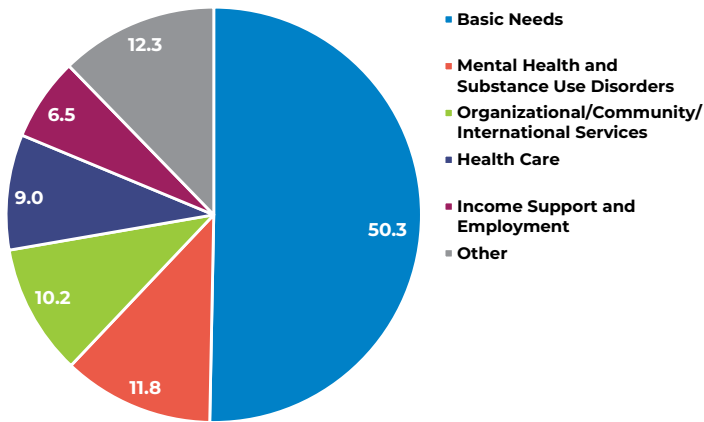


Figure 2. Number of Referrals by Identified Need (Met and Unmet) (N), Mar 2020–Sep 2025

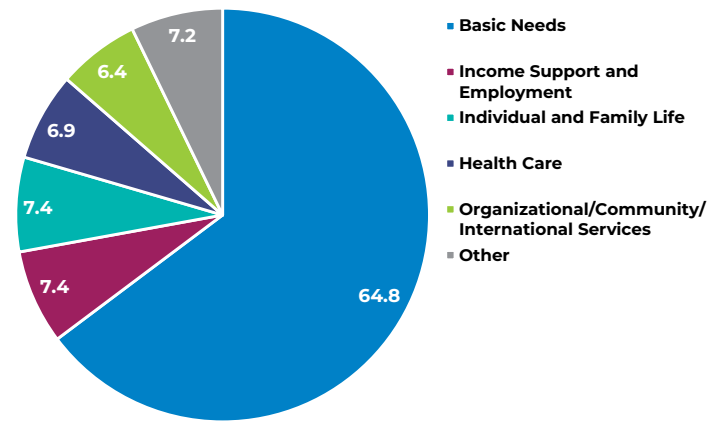
- From Mar 2020 to Sep 2025, more than 12,000 referrals were made by 211 NL. Of those referrals, identified needs were met in 95% of cases.
- Identified needs were unmet in 610 referrals. In almost 50% of cases, needs were unmet because no program was found to meet the need.



Other includes: Individual and Family Life (4.73%), Criminal Justice and Legal Services (3.32%), Consumer Services (2.29%), Environment and Public Health/Safety (1.1%), Target Populations (0.55%), and Education (0.29%).

Figure 3. Identified Needs (Met) by Service Type (%)

- Basic needs (such as food and housing/shelter) were the largest issue expressed by individuals and accounted for over 50% of referrals made by 211 NL navigators.
- Mental health and substance use disorders was the second largest issue.



Other includes: Mental Health and Substance Use Disorders (4.92%), Criminal Justice and Legal Services (0.98%), Consumer Services (0.98%), Target Populations (0.16%), and Education (0.16%).

Figure 5. Identified Needs (Unmet) by Service Type (%)

- In cases where needs were unmet, basic needs (such as food and housing/shelter) were also the largest issue expressed by callers and accounted for almost 65% of cases.
- Income support and employment and individual and family life were tied for the second largest issue among this group.

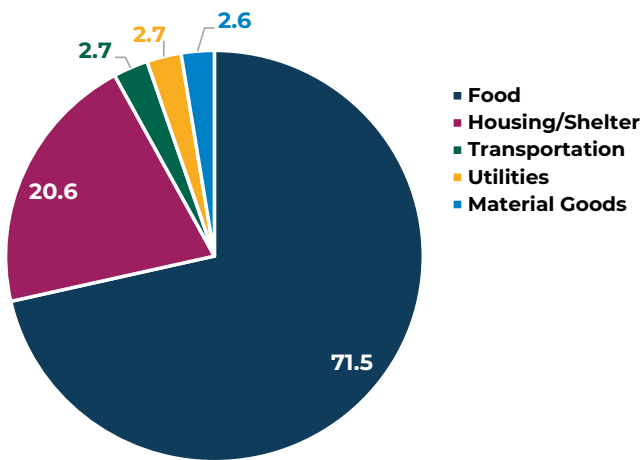


Figure 4. Breakdown of Basic Needs Referrals (Met) (%)

- Issues around food security accounted for more than 70% of basic needs referrals and issues relating to housing and shelter accounted for 20%

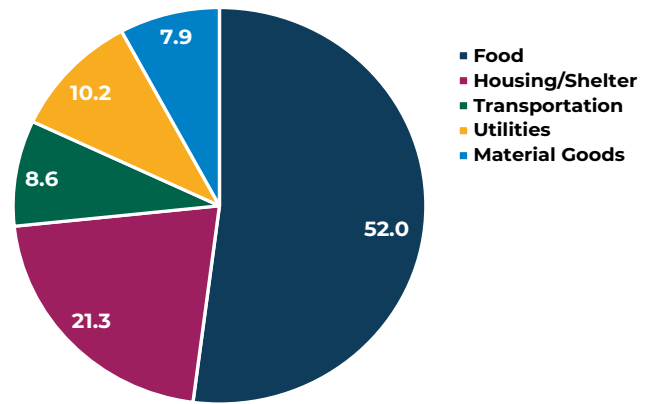


Figure 6. Breakdown of Basic Needs Referrals (Unmet) (%)

- Approximately 1 in 2 unmet basic needs referrals were for food security issues and 1 in 5 were for housing and shelter.

Conclusions

1. 211 NL plays a critical role in helping people navigate available resources and find support quickly.
2. As people struggle with the high cost of living, 211 NL can help connect people to the right information and services including food, housing and shelter, mental health support and much more.
3. In cases where identified needs are unmet, 211 can help identify the gaps in services for that particular area and aid in addressing it.