



Saskatchewan



2025 ANNUAL REPORT

DIRECTOR'S MESSAGE

This past year reinforced something we see every day at 211 Saskatchewan: when people know where to turn for help, it can change the course of their lives.

Across the province, individuals and families reached out to 211 during moments of uncertainty, stress, and transition. Some were looking for basic information. Others needed help navigating complex systems related to housing, mental health, income supports, family safety, or parenting. No matter the situation, 211 was there to listen, guide, and connect people to the right supports in their communities.

Over the last year, we made meaningful progress in strengthening the 211 system in Saskatchewan. We continued to build and verify our resource database, ensuring the information people receive is accurate, current, and relevant. We improved how services are organized and accessed, making it easier for people to find help without unnecessary barriers. Behind the scenes, this work takes time and care, but it directly impacts how quickly and confidently people can get the support they need.

This year also highlighted the importance of specialized supports within the 211 system. Through Re:CONNECT, we provided immediate, confidential support by phone and connected people to trained counsellors who help with stress, relationship and family concerns, mental health, anger, addictions, and other life challenges—offering practical guidance and a safer path forward when people need it most. Our work related to interpersonal violence (IPV) ensured that individuals experiencing violence could access trusted, trauma-informed information and referrals, often at critical moments. Through Parent Central, we supported parents and caregivers by connecting them to resources that strengthen families, reduce stress, and support healthy child development.

At the same time, demand for 211 continues to grow. Rising costs of living, housing pressures, and ongoing mental health challenges mean more people are reaching out for help. Many are facing multiple challenges at once and need clear, trusted information they can rely on. The volume and complexity of requests remind us that while we have made progress, the need for 211 has never been greater.

The success we experienced this year is something to be proud of—but it is not something we can take for granted. Maintaining a strong, responsive 211 system requires ongoing investment. Information must be kept up to date. Technology must be maintained and improved. Staff and partners need the tools and training to respond effectively as community needs evolve.

Continued support is crucial to ensure that 211 Saskatchewan remains a dependable lifeline for people across the province. With sustained commitment, we can protect the gains we've made, strengthen services like Re:CONNECT, IPV supports, and Parent Central, and continue improving how people access help—when they need it most.

Thank you to our funders, partners, and supporters who believe in the importance of 211. Your support helps ensure that no one has to face life's challenges alone, and that help is always within reach.

Together, we are strengthening connections, building resilience, and supporting communities across Saskatchewan.



Kristin Nelson
Director Community Impact



2025 Yearly Snapshot

Contacts:



Top Needs:



Top Unmet Needs:

Basic Needs – housing/shelter, food, transportation

Income Support and Employment – Public Assistance Programs, temporary financial assistance, Social Insurance Programs

Mental Health and Substance Use – mental health assessment and treatment, counselling, substance use disorder services, mental health support services

Health Care – health support services, specialized treatment

Unmet needs occur when a caller identifies a need but cannot be connected to an appropriate or accessible service at the time of contact. This may be due to factors such as lack of local services, waitlists, eligibility restrictions, or other barriers that prevent the need from being adequately addressed.

Top Contacts by Location:

Saskatoon
Regina
Prince Albert
Moose Jaw
Swift Current

Urban vs. Rural Contacts

57% Urban 43% Rural

Contacts by Type:



Number of Communities:

239 Towns/Cities/Communities across Saskatchewan accessed 211 Saskatchewan

Empowering Families Through Targeted Support

People seek support for many reasons, and often at moments when options feel limited or unclear. Mental health challenges, relationship difficulties, and experiences of family violence can affect individuals in ways that are complex and deeply personal. The Re:CONNECT Helpline serves as a consistent point of access for people across Saskatchewan who are looking for support, information, or guidance during these times.

A single point of contact, available at any time

Operating 24 hours a day, the helpline offers free and confidential support to individuals seeking help for themselves or others. Services are available in more than 175 languages, including Indigenous languages, helping ensure that language, culture, or background do not prevent someone from accessing assistance. This accessibility reflects a commitment to reaching people where they are, both practically and emotionally.

Support grounded in listening and safety

Re:CONNECT is staffed by trained professionals who provide supportive, non-judgmental conversations tailored to each caller's circumstances. People contact the helpline for a wide range of reasons, including emotional distress, mental health concerns, substance use, relationship conflict, and family or interpersonal violence. Some callers are experiencing an immediate crisis, while others are seeking clarity, reassurance, or help navigating next steps. Each interaction is guided by an emphasis on safety, respect, and individual choice.

Helping people understand their options

In addition to providing immediate support, Re:CONNECT plays an important role in helping individuals understand and access other services. Counsellors share information about community-based resources that may be relevant to a caller's situation. This can include safety planning tools, as well as referrals or information related to housing, financial assistance, counselling, or legal supports. For many individuals, having clear, timely information can reduce uncertainty and help them make informed decisions about their well-being.

Part of a broader system of care

Re:CONNECT does not operate in isolation. Supported by the Ministry of Justice – Community Safety and Well-Being, and in partnership with Family Service Regina, the helpline is part of a broader network of services focused on mental health, violence prevention, and community safety. Its role is to complement existing programs by providing an accessible entry point—particularly at moments when people may not know where else to turn.

By offering consistent access to support, information, and referrals, Re:CONNECT helps address gaps that can arise during times of stress or crisis. Its presence reinforces the importance of early support and connection, while contributing to a coordinated approach to community well-being across Saskatchewan.



3,666
Total Website
Users



15,502
Minutes of Support
Through Brief Counselling
Sessions



99%
Of Callers Reporting They
Felt Better Compared To
When They First Called



1847
Referrals Made to
External Programs

"I called Re:CONNECT during a difficult moment when things with my family felt overwhelming. I was exhausted, tense, and worried about saying or doing something I would regret. The counsellor listened carefully, helped slow things down, and talked through options to stay safe and calm. I appreciated having someone steady to speak with and it was easier to take a breath and step away safely that night." — **Michael, Re:CONNECT Client**

Making Family Supports Easier to Find



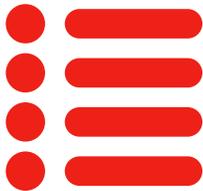
9167

Total Website Users



12%

Increase in New Parent/Guardian Accounts from Last Year



60K

Content Views



"Childcare"
"Early Learning"
"Family and Parenting Support"
Top Reviewed Content

Navigating a Complex System of Supports

Raising children often means juggling responsibilities while trying to make sense of a complex network of services and supports. For many Saskatchewan families, knowing where to turn for childcare, financial assistance, or health and wellness resources can be just as challenging as the needs themselves. Parent Central was created to bring clarity to that landscape.

A Single Access Point for Families

Developed with support from the Ministry of Education – Early Years Branch, Parent Central acts as a single access point for family-focused services across the province. The platform was intentionally designed to be straightforward and accessible, helping caregivers spend less time searching and more time focusing on their families. By gathering trusted information in one place, Parent Central supports families from the earliest stages of pregnancy through the transition into school.

Making Support Easier to Find

The platform responds to a common gap experienced by parents and caregivers: supports may exist, but they are often difficult to locate or understand. Parent Central simplifies this process by organizing programs and services in a way that reflects real-life needs. Users can search based on what they are looking for and where they live, making it easier to identify relevant and nearby options without navigating multiple systems.

Meeting Diverse Family Needs

Through this approach, families can connect to a wide range of supports that promote stability and well-being. These include early learning and childcare options, resources that address financial pressures and food insecurity, and services that support physical and mental health for both children and caregivers. Parent Central also recognizes the importance of inclusive and responsive programming by highlighting supports designed for diverse family experiences, including Indigenous families, newcomers, single-parent households, and families caring for children with disabilities.

Strengthening Families and Communities

Access to clear and timely information plays a critical role in strengthening families. When caregivers understand their options and feel supported, they are better equipped to make decisions that benefit their children's development and overall well-being. The positive impact extends beyond individual families, contributing to stronger schools, workplaces, and communities across Saskatchewan.

"We live outside the city, and figuring out what supports were available to our family wasn't easy. Parent Central helped us see what services existed nearby and which ones were worth following up on. We used it to learn more about early learning programs and to find support when we had concerns about our child's development. It didn't feel overwhelming, and that made a stressful time much more manageable for us." - **Jason, Parent Central Client**

Improving Access to Information and Care

Interpersonal violence remains a significant and complex issue affecting individuals and families across Saskatchewan. For those experiencing abuse, finding trustworthy information and safe, accessible support can be difficult—particularly when concerns about privacy, safety, or uncertainty are present.

To address these challenges, 211 Saskatchewan developed the Interpersonal Violence microsite as a centralized, confidential resource. The site is designed to support individuals seeking information for themselves, as well as those supporting others. It provides clear, accessible content to help users better understand interpersonal violence, recognize signs of abuse, and explore available options and services across the province.

The microsite reflects a trauma-informed approach, offering information in plain language and allowing users to engage at their own pace. Content includes guidance on safety planning, legal protections such as Interpersonal Violence Leave, housing and financial supports, and crisis and community-based services. This approach acknowledges that individuals may be at different stages of readiness and require information that is both practical and respectful of their circumstances.

Taken together, the Interpersonal Violence microsite supports earlier awareness and more informed decision-making by creating space for individuals to seek information safely and independently. By prioritizing clarity, accessibility, and respectful language, the resource helps reduce some of the uncertainty and isolation that often accompany experiences of violence. As part of a broader system of supports, the microsite contributes to a more coordinated and responsive approach—one that recognizes timely, accurate information as a foundational step toward safety and support.

Supporting Choice, Privacy, and Navigation

Recognizing that help-seeking is not a one-size-fits-all process, the microsite offers multiple pathways to support. Individuals can access information discreetly online or connect with 211 for personalized assistance when they are ready. This flexibility supports user choice and prioritizes safety, confidentiality, and autonomy. In addition to supporting individuals experiencing violence, the microsite serves friends, family members, and service providers who may be seeking guidance on how to respond or where to refer someone for help. By consolidating Saskatchewan-specific information in one place, the resource helps reduce confusion, improve coordination, and support informed decision-making.

Ongoing Commitment

The Interpersonal Violence microsite was developed in partnership with the Ministry of Justice – Community Safety and Well-Being and continues to be an important part of 211 Saskatchewan's broader efforts to improve access to social supports. Through this resource, 211 Saskatchewan remains committed to strengthening awareness, reducing barriers to information, and supporting individuals and communities in responding to interpersonal violence with care, clarity, and coordination.



11,533
Total Website
Users



**Top Links
Accessed By Users**

12%
I am experiencing
abuse or violence

7%
I have been sexually
assaulted

6%
How do I know if I am
being abused?

6%
I need to plan to escape
from a violent situation

6%
What are my
legal rights?

6%
I know someone
being abused

"Help isn't always close when you live outside a larger centre, and that can make situations feel harder to leave. Having clear information about services across the province helped me see that there were options, even if they weren't right down the road. It gave me a better sense of what support could look like." - IPV Site Client



PARTNERS AND SUPPORTERS

The reach and impact of 211 Saskatchewan are strengthened by the ongoing commitment of those who choose to support the service. Our funders and partners play a vital role in making sure people across the province can find clear, compassionate pathways to the help they need. Their involvement reflects a collective responsibility to care for one another.

Every day, people turn to 211 for support—whether they are navigating child care options, seeking safe and stable housing, or looking for immediate assistance during moments of crisis. Being able to respond with confidence and consistency is only possible because of the organizations and individuals who believe in this work. We extend our sincere appreciation to everyone who champions 211 Saskatchewan. Your continued support helps ensure that assistance is accessible, responsive, and available to all, regardless of circumstance or location. Together, we are helping build stronger connections and a province where no one has to face challenges alone.





Saskatchewan



Text
2-1-1



Call
2-1-1



Go Online
sk.211.ca

To view our audited financial statements visit
<https://unitedwayregina.ca/about-us/financials>

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