



How we help

211 is a 24 hour information and referral line, connecting individuals and families to the resources available to support them in their community. 211 can assess need, provide information, connect to referrals and help coach individuals on how to access services.

2018

47,468 211 calls answered,

3612 Seniors Information Phone Line calls answered

20,227 24/7 CDT Calls answered

389 211 chats responded to

5774 Risk Assessments completed

79,047 referrals made to community resources.

6902 advocacy actions taken

3301 follow up offers.

"Because of the tips that 211 gave me I was able to get my application with Alberta Works approved"

Top Call Issues

Financial Needs

Tax Services

Physical Health

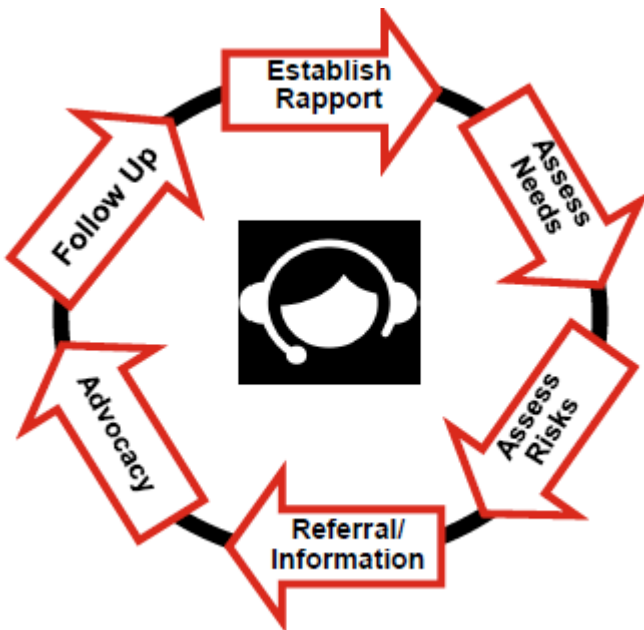
Shelter/Housing

Information/Public Services

"I will call 211 again, it's nice to know that there are people who are out there that care."

Impact Story

Senior reaching out to 211 wanting assistance with accessing the food bank. The senior shared that her GIS has been cut recently and she is struggling to meet her basic needs. She has been able to reach out to food resources as well as Service Canada however the wait is a concern as she needs help now. She shared that some information may have gotten lost with Service Canada when her address changed and it has been a challenge to communicate with them. 211 staff offered a warm transfer to an outreach worker at the Westend Seniors Activity Centre as a support to help with sorting out her income concerns as well as to help with connecting with the food bank. The senior was transferred and the staff helped her to leave a message with the outreach worker. 211 was able to follow up with the senior a week later, she shared that she was able to get the help that she needed connecting with the food bank as well as accessing some one time financial "I have become very resourceful because of 211. Have used it numerous times and have learned many things and information about different programs and benefits. Now there is 211 for seniors so I will continue using it. Follow up call shows that you guys actually care."



211 Alberta-Edmonton and Area is a program of



Canadian Mental Health Association Edmonton Mental health for all