

211 FACT SHEET

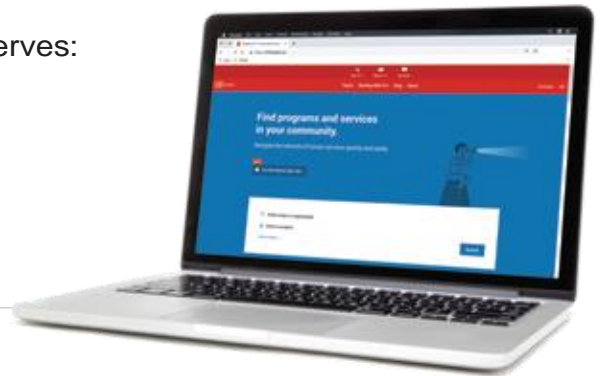
WHAT IS 211?

211 helps Albertans navigate the complex network of human services quickly and easily, 24 hours a day, 7 days a week, in over 170 languages as Alberta's most comprehensive and reliable source of information on government and community-based health and social services.

WHERE IS 211 AVAILABLE?

Growing into a provincial service, 211 Alberta currently serves:

- ✓ Calgary & area
- ✓ Edmonton & area
- ✓ Red Deer & area
- ✓ Banff/Bow Valley Region
- ✓ Regional Municipality of Wood Buffalo
- ✓ Yellowhead County
- ✓ Mountainview County



WHO IS 211 FOR?

A wide range of Albertans needing help

211 serves all people and is particularly useful for those who experience barriers to accessing services.

Over two-thirds of service users are women. Three quarters of users have multiple service needs, and more than half indicate that government assistance is their primary source of income.

Agencies and front-line workers

211 helps service providers understand community needs and get accurate information about their programs to Albertans.

Front-line workers – agency staff, health professionals and teachers – can use 211 to connect their clients with community resources.

Planners and decision-makers

Data drives planning and innovation in the social and community services sector.

211 captures valuable information about the resources Albertans need and the services available in local communities, offering unique insight to inform planning and decision-making.

HOW CAN YOU ACCESS 211?

- Dial the three-digit number 2-1-1, search for services online, or chat with a 211 Community Resource Specialist at www.ab.211.ca.

WHAT VALUE DOES 211 PROVIDE FOR THE COMMUNITY?

- 211 connects people to the right information and services, strengthens Alberta's health and human services, and helps Albertans become more engaged with their communities.
- 211 has been operating in Canada since 2002, growing its reach to most areas of the country. Significant investments have been made by all levels of government, United Ways, and private sector partners to build this important piece of social infrastructure.
- 211 service providers collect and maintain high-quality and standardized data about availability of services (resource data), as well as service needs. This data is regularly shared with other service providers and decision-makers to:
 - Inform investment and social policy; and
 - Reduce duplication of data collection across the system.

ACROSS CANADA 211 OFFERS THE FOLLOWING KEY BENEFITS:

SIMPLE & TRUSTED NAVIGATION for those who need help & social service agencies

Helping those in need understand and access the benefits and supports available to them quickly and easily (in a trusted, free, multilingual and confidential manner, available 24/7). 211 adheres to North American information and referral standards set out by the Alliance of Information and Referral Systems (AIRS) to ensure high quality user experience and seamless referrals across communication channels.

DATA CURATION for social researchers & practitioners

Maintaining comprehensive inventories of government, health, social and community programs and services available across Canada, as well as demographic and needs data about those who use our service.

211 data helps to illuminate emerging service needs, identify resource or programming gaps, and shed light on the barriers to service access.

EVIDENCE-BASED REPORTING for social planners & decision-makers

Providing planners and decision-makers with more information about community needs, geographic and demographic trends, and the impact of the referrals to guide evidence-based service delivery planning and investment for a more responsive human services system.



SUPPORTED BY:



United Way
Alberta Capital Region

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Government of Alberta
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24/7 | Live Answer
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TEXT - Stay tuned!