

## 211® did you know?

Last month we had a poll asking, "What topic do you think generates the highest volume of calls on 211®?" More than 50% of respondents said Income Support and Employment, which is correct.

What happens when a person calls 211 because they need help finding a job? The information and referral specialists will ask questions to ensure that they have explored all possible challenges affecting the caller. The referrals that are offered will depend on the issues the caller is experiencing.

For example, if the caller is looking for work and there are no other issues, then he or she may be referred to Alberta Works or another local employment agency. However, if the caller is looking for work and doesn't have the means to provide for themselves or their family, then they may also be referred to Alberta Works-Emergency Needs Allowance, Alberta Supports or the Food Bank for relief.

Alternately, the caller may be experiencing barriers to employment, such as addictions, which would require a different set of supports. Regardless, the operator is there to guide callers to the services that can best assist them with the particular challenges they are facing.

211 phone service provides all residents an immediate connection to crisis help and referral information. It is a free and confidential service. 211 operators can guide you to local recreational activities, cultural groups, social, health, and government services, every day, any time of day, in over 200 languages.

211 phone service is currently available in The City of Red Deer, Red Deer County, Innisfail, Delburne, Penhold, Bowden and Elnora. Elsewhere in Central Alberta, for further information please visit [ab.211.ca](http://ab.211.ca).