



February 11th 2016 is National 211® Day. To mark 211 Day, United Way Central Alberta (UWCA) and 211 Alberta are asking Red Deer residents to **make the right call** if they want or need help.

Call 2-1-1 for information on your community, social and health services, municipal and health-funded services like housing, employment, mental health and addiction agencies. The call is free and service is available in over 150 languages.

Use of the 2-1-1 phone service in Red Deer is increasing steadily. By a large proportion, the majority of callers are requesting information regarding income support and employment, as well as basic needs. Community services is the next most prevalent need, followed closely by health care, mental health and substance abuse issues.

The top ten most-referred agencies and programs were Alberta Works Emergency Needs Allowance, Alberta Supports Centre, Alberta Works Income Support, Alberta Red Cross Office, Housing Supports, City of Red Deer, Seniors Outreach Programs, Canadian Nurse Advice Lines, Family and Community Support Services of Red Deer and District and area food banks.

Most of the callers are calling on their own behalf, however 2-1-1 fielded calls from people on behalf of a family member or friend, client, and agencies.

211 phone service is available for Red Deer residents because of the partnership between UWCA and the City of Red Deer. UWCA also provides 211 online service for Central Albertans at ab.211.ca

For more information:

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About United Way Central Alberta

United Way's mission is to improve lives and build community through engagement and mobilized collective action. By investing in programs that get to the root causes of complex social issues, United Way is able to change people's lives and lift them to new levels of possibility. All donations are invested by active community volunteers and directed into Central Alberta communities to create community impact. Established in 1965, United Way Central Alberta celebrates its 50 anniversary this year.