

Community Resource Link: Helping People Connect to Social and Financial Resources

CFPCN has partnered with 211 Alberta for the Community Resource Link Project

What is [211 Alberta](#)?

211 Connects Community Resources and Services to Albertans

- 211 is an essential service that helps Albertans find the right resource or service for whatever issue they need help with, at the right time.
 - 24/7 phone service. TTY available
 - 24/7 online chat and text
 - Online resource search tool www.ab.211.ca
 - Resource database informalberta.ca; contains: 9758 program resources from 2548 agencies in database, including healthcare, government, non-profits and community agencies
- All contacts are answered by professional Community Resource Specialists
- Community Resource Specialists provide advocacy and follow-up

Commonly Requested Services

- Basic Needs Support (Food, Shelter)
- Income Support and Employment
- Community Services
- Environment and Public Health/Safety
- Mental Health and Substance Use Supports
- Criminal Justice and Legal Services

How 211 can support PCN Patients

- Address non-medical needs that impact overall health
- Advocate for and educate patients about supports and programs available to them
- Support clinical social work team in system navigation for patients' complex needs
- Provide crisis intervention and emotional support to patients

Value of 211 and Community Resource Link Project

- This project is an enhancement of 211 services
- Patient centered approach: 211 will contact patients and the referral avoids patients needing to repeat their story
- Referrals coming from physicians will receive dedicated and focused follow ups by 211 staff
- 211 will report back to PCN for evaluation purposes
- 211 will be able to engage with PCN Community Social Workers for consultation and case management for continual support if long term support is needed for the patient
- 211 will send the information back to physicians about the outcome of contact with their patient to complete the loop