

Contact: Angela L. Harris
Franklin County Manager
Phone: (919) 496-5994
Fax: (919) 496-2683

113 Market Street
Louisburg, NC 27549
www.franklincountync.us

FRANKLIN COUNTY

PRESS RELEASE

Franklin County/United Way Launch NC 211 Service

Finding Assistance in Franklin Just Got Easier

Franklin County, November 18, 2014: Where can I find child care? What adult day care is available for my mother or father? How do I access affordable health care? The questions are difficult enough. Knowing you may spend hours navigating different voice-mail systems before you can find an answer is even worse.

Just as people call 9-1-1 for emergencies and 4-1-1 for information, callers in the majority of Franklin County can now dial 2-1-1 to connect with a network of more than 20,000 resources right here in North Carolina. NC 211 call center specialists can make finding answers to health and human services questions easier and provide these answers in multiple languages as well.

NC 211 is a community service that links people to health and human services in the community. It's simple. You can dial 211, or simply go online to: www.nc211.org, or complete a simple search for services near you using your smartphone app. The service is operational throughout most of the County. In cooperation with the telecommunications providers, the few areas that may not be functional today will be operational soon.

"We are always seeking ways to improve services to our citizens here in Franklin County," commented Franklin County Board of Commissioners Chairman, Sidney Dunston. "We are proud to support the NC 211 call center program in cooperation with the United Way. This new service gives our residents access to health and human resources they may need 24 hours a day, seven days a week."

NC 211 is a service provided by Franklin County United Way. United Ways across North Carolina support NC 211 because it helps those we serve make connections to help and it also helps identify areas where local services are not able to meet the demand. By identifying gaps in service, United Way can work with the community to direct investments where they are needed most.

For additional information, please contact Angela L. Harris, Franklin County Manager, at (919) 496-5994, or Kathy Harrelson, UWFC Executive Director at (919) 496-0937.

Franklin County Government is committed to effective and innovative public services for all Franklin County citizens and businesses.