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For Immediate Release...

(March 18, 2020) Fort Smith, Arkansas...The United Way of Fort Smith Area Goes Live With 2-1-1.

The United Way of Fort Smith Area in partnership with the United Way of Northwest Arkansas, has implemented a 2-1-1 call center for Sebastian, Crawford, Logan, Franklin, and Scott Counties.

The 2-1-1 call center will be an incredible resource for local citizens to have access to speak live to a well-trained information and referral operator to get needed information 24 hours a day. The United Way of Fort Smith Area has had an outstanding Community Resource Guide in printed copy and online and now the River Valley community will have access to the nation's largest health and human service resource call center locally. 2-1-1 can be accessed by simply dialing 2-1-1 or going to www.arkansas211.org. You can also reach 211 in Arkansas by texting your zip code to 898-211 or by calling 866-489-6983. The 211 service is also available to the counties we serve in Oklahoma. Again, simply call 211 or text 211OK to 898211. They are also available online at <https://www.211oklahoma.org/>

"We are extremely excited to partner with the United Way of Northwest Arkansas to make 2-1-1 possible for our local community. 2-1-1 will allow our citizens to be one phone call away from vital information. We are also excited to help take a load off our 9-1-1 call centers for non-life threatening questions about health and human services. In times of crisis like the flood or COVID 19, vital resources will be made available and easily accessible 24 hours a day" commented Eddie Lee Herndon, President and CEO of United Way of Fort Smith Area.

211 is a vital service leveraged by millions of people across North America. Every day, clients contact 211 to access free and confidential crisis and emergency counseling, disaster assistance, food, health care and insurance assistance, stable housing and utilities payment assistance, employment services, veteran services and childcare and family services. No matter the situation, the specialists at 211 listen, identify underlying problems, and connect people in need with resources and services in their community that improve their lives. In 2018 alone, 211s in the US answered more than 11 million calls and almost 1 million texts, chats and emails, helping millions with life-changing support. There is no other network in the country that has a similar pulse on America's needs.

For updates and information about 211 and COVID-19 visit unitedwayfortsmith.org