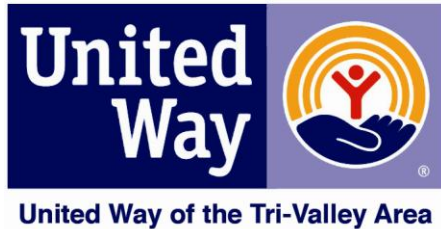


## Partner Profiles



Lisa Park Laflin, Executive Director

*Editor's Note: This article is part of an ongoing series that demonstrates the community impact of the United Way of the Tri-Valley Area. For more information on how to give, advocate, or volunteer in your community, or to view the article archive, visit [www.uwtva.org](http://www.uwtva.org). To contact staff, call 778-5048 or e-mail [info@uwtva.org](mailto:info@uwtva.org).*

United Way volunteers and staff work tirelessly to raise money through an Annual Campaign as well as special events. These funds support community programs that range from addressing youth homelessness, to elderly transportation opportunities. While most funds are allocated to Community Partners who complete a rigorous allocation process, the United Way of the Tri-Valley Area also supports initiatives that improve the lives of Greater Franklin County residents, such as the statewide 2-1-1 system.

2-1-1 is a health and human services information and referral service system that connects people to needed services and information every day. A partnership with United Ways of Maine and Youth Alternatives Ingraham, 2-1-1 also provides emergency operations during times of natural and other disasters, including accurate and timely information for preparations, and longer term referral for follow-up services, if required. 2-1-1 is an easy to remember telephone number. On the other end of the phone there are trained, helpful individuals to assist you twenty-four hours a day, seven days a week. You can also visit the 2-1-1 website at [www.211maine.org](http://www.211maine.org).

2-1-1 is to health and social services what 9-1-1 is to emergency services. (If you have an emergency and need the police, fire department or ambulance, please dial 9-1-1, do not call 2-1-1.) Throughout all of Maine, dialing 2-1-1 is free of charge. Individuals can access a wide spectrum of information from health insurance programs, job training, and transportation assistance, to child care, after school programs, respite care, and volunteer opportunities. All calls are confidential.

2-1-1 Maine was launched in July 2006 and it has proven to be very successful. The database now houses more than 9,000 resources, and is staffed by a team of professional resource coordinators and call center specialists. In the ten months completed of its 2008-09 fiscal year, 2-1-1 has fielded 62,759 calls from Mainers. Heating Assistance calls (9,673) top the four most requested items list, followed by requests for information about mental health services, housing and then help with utility bills.