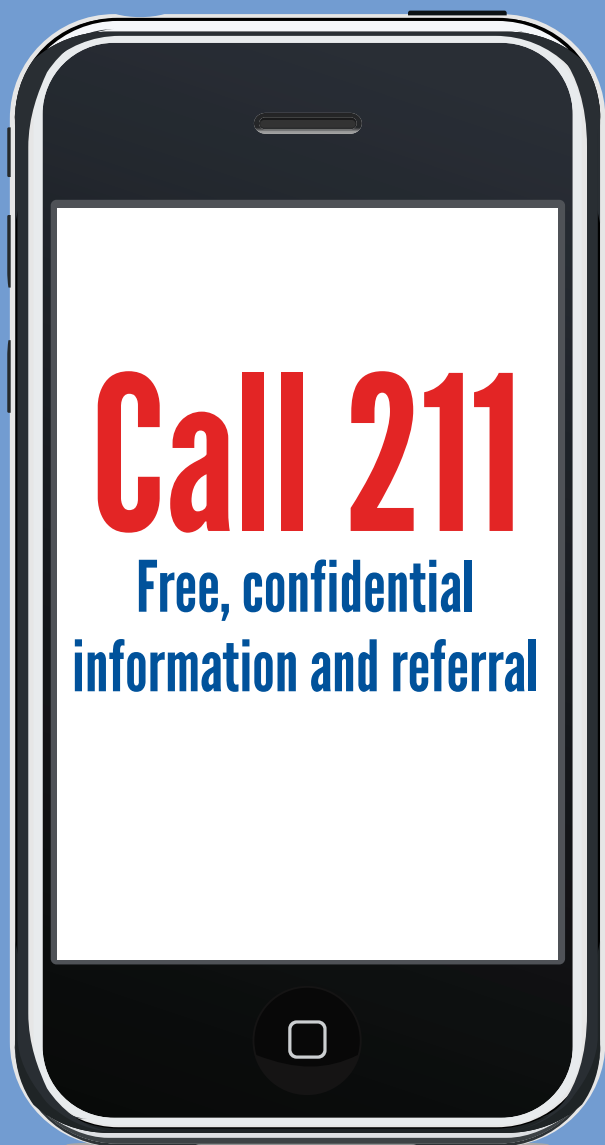


# Need Help? Don't Know Where to Turn?



# DIAL 211

or visit [PA211NW.org](http://PA211NW.org)

211 connects you to information about:

- Aging Services
- Child & Youth Services
- Counseling
- Education/Training
- Food/Shelter/Clothing
- Health Services
- Parenting
- Support Groups
- Substance Abuse
- and much more!

## FIND HELP. GET CONNECTED.



Pennsylvania | Northwest



United Way of Erie County

# 3 Easy Steps to Using 211

**FIRST:** Be sure your phone – *both landline (business, home) and cell* – are programmed to accept 211 when dialed. You should reach the resource navigator at the Franklin PA 211 contact center.

*If you are calling from a business phone* and do not reach the resource navigator, please forward a service ticket to your employer's local phone support team. If they cannot fix it (or refuse to fix it), please submit the information listed below to Paul Wotus (see contact info below).

*If you are calling from your cell or home phone* and do not reach the resource navigator, please submit the following information by email to Paul Wotus and copy Mike Jaruszewicz at United Way of Erie County (see contact info below).

## *Information needed to resolve phone issues:*

- Date
- Time
- Specify how you called: business phone or residential landline phone or cell phone
- Provider of service (if known): Verizon, AT&T, TMobile, etc.
- Street address and city where the call was made (some service can be spotty so a specific address is helpful to trouble-shoot the service)
- Phone number called from
- What was heard?

**SECOND:** Dial 211 to talk with a professional, trained resource navigator.

**THIRD:** Communicate service issues to Mike Jaruszewicz via the information below.



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## Contact Information:

**Mike Jaruszewicz**, Vice President Community Impact, United Way of Erie County  
814-456-2937 x 227 | [mike@unitedwayerie.org](mailto:mike@unitedwayerie.org)

**Paul Wotus**, 2-1-1 Database Coordinator, PA 211 Northwest  
[paul.wotus@unitedwayswpa.org](mailto:paul.wotus@unitedwayswpa.org)