



# Charlotte County Government

*"To exceed expectations in the delivery of public services."*

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## NEWS RELEASE

### For Immediate Release

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### **Englewood Toll-Free Access to 2-1-1**

CHARLOTTE COUNTY, Fla. (March 15, 2017) - Charlotte 2-1-1, the toll-free Charlotte County information line, is now accessible for the Englewood Charlotte County residents by dialing a toll-free phone number 697-4308 and selecting option 8 from a landline. Prior to this new feature, Charlotte 2-1-1 was a toll call from Englewood residents. As always, when 2-1-1 or the Englewood number is dialed from cell phones, airtime charges, taxes, and other potential fees apply based on the user's cell phone contract.

2-1-1 is a 24/7 hotline that connects people with community information and resources related to health and human services. Charlotte 2-1-1 is made possible by a partnership between Charlotte County Human Services & the Center for Abuse & Rape Emergencies, Inc. that began in July 2005. All calls are confidential. Charlotte 2-1-1 provides a vital link for Port Charlotte, Punta Gorda, and Englewood individuals seeking to volunteer, provides county resources, and assists during times of disaster or crisis.

"When people need help, accessing information is one of the biggest challenges," said Dr. Faezeh Andrews, Information and Referral Manager. "By making their phones accessible to 2-1-1 via cell phone and landline, we are opening a vital communications channel that will help county residents quickly connect with community services, whether these callers are seeking to get help or give help."

When Englewood Charlotte County residents dial 2-1-1, cell tower and carrier service exchanges route their calls directly to Sarasota County 2-1-1 (calls from Port Charlotte and Punta Gorda do route properly to Charlotte County 2-1-1). It is not feasible to directly route 2-1-1 calls from Englewood to greater Port Charlotte at this time. However, the toll-free information line 697-4308 now provides an option for the Charlotte County, Englewood residents. Charlotte 2-1-1 will continue to work with Sarasota 2-1-1 to have any Charlotte County calls to 2-1-1 directed back here from Sarasota County.

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