

Federal Communications Commission

445 12th Street SW

Washington, DC 20554

Dear Secretary of the FCC,

In North Carolina, the United Way network across the state has built a robust statewide 2-1-1 system that serves all 100 counties, ensuring that every North Carolinian has access to a trained call specialist equipped to provide necessary support and information 24 hours a day, 7 days a week, 365 days a year.  Our United Way network invests in this system each year with our dollars to support the system’s infrastructure, by raising awareness of 2-1-1 as a vital community resource, and by working to ensure the 2-1-1 database best reflects the health and human services resources available in our individual communities.  Specific to the issues related to suicide prevention and individuals facing that type of mental health crisis, North Carolina has a well-established Local Management Entity-Managed Care Organization (LME-MCO) network of providers representing every county in our State.  The NC 2-1-1 system and call center staff are trained to follow specific protocols to route callers in crisis directly to the LME-MCO in their community to ensure quick response and mental health services.  I believe the 2-1-1 system in NC is well equipped to serve as the primary number in North Carolina for all human services needs, including those facing a mental health crisis, and adding an additional 3-digit dialing code will only cause confusion for those in crisis.

Please ensure that consumers in need or crisis are able to turn to one source for the help they deserve without concern that they may reach the wrong resource and be reluctant to continue to pursue help. 2-1-1 is that source in North Carolina.

**Sincerely,**



**Cynthia Gordineer**

**President & CEO**

**United Way of Forsyth County**