

FILE

BEFORE  
THE PUBLIC UTILITIES COMMISSION OF OHIO

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In the Matter of the Commission )  
Investigation into the Allocation )  
Of Abbreviated Dialing )  
Arrangements, Such as N-1-1. )

PUCO  
Case No. 93-1799-TP-COI

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SIX-MONTH REPORT  
OF  
OHIO COUNCIL OF INFORMATION AND REFERRAL PROVIDERS  
AND  
THE 211 OHIO COLLABORATIVE

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Pursuant to Paragraph 26 of the Commission's June 21, 2001 Finding and Order in this docket ("Finding and Order"), the Ohio Council of Information and Referral Providers ("OCIRP") and the 211 Ohio Collaborative ("211 Ohio") (collectively "OCIRP/211 Ohio"), the designated implementation coordinators for establishing 2-1-1 call centers in each Ohio county, were required to:

. . . file reports with the Commission at six-month intervals commencing six months from the date of this entry which identify all approved 2-1-1 call centers, the date of their application to OCIRP/211 Ohio, the date the application was approved, the area proposed to be served, the serving telephone company, the date the application for service was submitted to the serving telephone company, and the date 2-1-1 service commenced to the call center. In addition to such other information as OCIRP/211 Ohio deems pertinent, the report shall also note any changes to the application standards and requirements as originally proposed, as well as any material changes in the membership, structure, or stated objectives of OCIRP and 211 Ohio. The report shall also detail any 2-1-1 service implementation problems encountered by call centers or applicant call centers and, if the problem has been resolved, the resolution of the problem. . . .

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The attached table sets forth the names and addresses of the agencies that have filed applications with OCIRP/211 Ohio and been approved to offer 2-1-1 service in their respective areas, the serving telephone companies, and the dates the applications for service were submitted to the serving telephone companies.

The two organizations whose applications for operating a 2-1-1 center were approved by OCIRP/Ohio 211 during the last reporting period have since initiated 211 services. United Way of Greater Lorain County (UWGLC) through a contract with an existing OCIRP approved 2-1-1 service provider, Info Line, Inc., initiated service to Lorain County residents in August 2006. The United Way of Greater Toledo, which began 2-1-1 service to residents in Lucas and Ottawa counties on March 15, 2005 and then expanded to share 2-1-1 service responsibilities for Wood County, began serving residents of Erie County in November 2006.

In January 2007, OCIRP/211 Ohio granted final approval to Pathways of Licking County to provide services to residents of Licking County. This program is expected to initiate 2-1-1 service to Licking County residents in May 2007.

OCIRP/211 Ohio is anticipating final applications from organizations wanting to serve five additional Ohio counties: Wayne, Holmes, Warren, Knox, and Huron.

Currently, 21 organizations serving 38 counties have been approved to operate as 2-1-1 programs by OCIRP/211 Ohio. Of these, 20 organizations serving 37 Ohio counties are fully operational. Some 8.5 million Ohio residents (approximately 75% of the state's population) currently have access to information and referral assistance regarding health and human services by simple dialing the 2-1-1 dialing code.

OCIRP/211 Ohio anticipates that more than 9.2 million residents (approximately 80% of

the state's population) in 42 counties will have access to 2-1-1 dialing by the end of the 2007 calendar year.

OCIRP/211 Ohio, through its partnership with the national 211 coalition, has secured agreements with Time-Warner Cable and Vonage to provide their digital and VoIP customers with access to the 2-1-1 programs in Ohio. OCIRP/211 Ohio is continuing to work with the national 211 coalition to secure similar agreements with other digital and VoIP phone service providers. Currently all major cell phone providers operating in Ohio offer their customers access to 211 dialing.

OCIRP/211 Ohio continue to work toward a new, comprehensive business plan to achieve its long-term goal of ensuring that every person in Ohio has access to information and referral services in their community via the 2-1-1 three-digit dialing code. A national consultant has been hired by OCIRP/211 Ohio to assist with this process, and a final written plan is expected by the end of 2007.

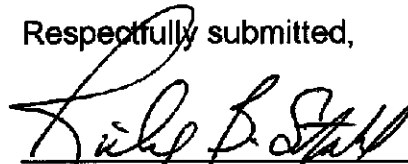
The Commission has now approved the 2-1-1 tariffs proposed by the United Telephone Company of Ohio d/b/a Sprint ("Sprint") (Case No. 01-2585-TP-ATA), Verizon North, Inc. (Case No. 01-2822-TP-ATA), ALLTELL Ohio Inc. (Case No. 01-2971-EL-ATA, Western Reserve Telephone Company, Inc. (Case No. 01-2973-TP-ATA), SBC Ohio/Ameritech Ohio (Case No. 01-3058-TP-ATA, see *also* Case No. 99-938-TP-COI), Frontier Communications of Michigan, Inc. (Case No. 02-1097-TP-ATA), Orwell Telephone Company (Case No. 02-1753-TP-ATA), Columbus Grove Telephone Company (Case No. 02-1754-TP-ATA, Cincinnati Bell Telephone Company (Case No. 02-3080-TP-ATA), Chillicothe Telephone Company (Case No. 02-3213-TP-ATA), and Doylestown Telephone Company (Case No. 04-1379-TP-ATA). OCIRP/211 Ohio has

recently requested Century Telephone to secure approval of a 2-1-1 tariff in anticipation of the implementation of 2-1-1 service in that company's service area. OCIRP/211 Ohio members have not experienced any significant problems securing 2-1-1 translations for areas served by these ILECs.

By its entry of July 12, 2006 in Case Nos. 99-938-TP-COI and 01-3058-TP-ATA, the Commission directed AT&T Ohio (formerly known as SBC Ohio) to extend the waiver of its tariffed nonrecurring charge for the provision of 2-1-1 service for an additional 18 months, or until the funds originally earmarked for this purpose are exhausted, whichever first occurs. OCIRP/211 Ohio wishes to extend its appreciation to the Commission for this action, which will facilitate implementation of 2-1-1 service in those counties served by AT&T Ohio where call centers have not yet been established.

To date, there have been no material changes to the application standards and requirements as originally proposed by OCIRP/211 Ohio, or in the membership structure or stated objectives of either OCIRP or 211 Ohio as originally reported in this docket. Applications to be designated as 2-1-1 call centers have been published on the OCIRP and 211 Ohio websites and are available by mail to any agency requesting an application. The OCIRP Board is also committed to advising any agency in its preparation of the application to ensure that the standards of 2-1-1 call centers and the requirements of the application are clearly understood.

Respectfully submitted,

A handwritten signature in dark ink, appearing to read "Richard Stahl", is written over a horizontal line.

Richard Stahl, President  
Ohio Council of Information & Referral  
Providers, Inc., on behalf of OCIRP/211 Ohio

# 211 Ohio Call Centers

2-1-1 Call Center Name Address	Date of 2-1-1 Application	Application Approval Date	County(ies) Covered	ILECs Serving Areas	Date 211 Service Request Submitted	Date 211 Service Begun
Helpline of Delaware & Morrow Counties 11 N. Franklin Street Delaware, OH 43015	8/31/2001	9/13/2001	Delaware Morrow	SBC/Ameritech Verizon Sprint	10/01/2001 10/01/2001 10/01/2001	8/2004 10/17/2002 10/17/2002
Info Line, Inc. 2-1-1 Summit 474 Grant Street Akron, OH 44311	8/31/2001	9/13/2001	Summit	SBC/Ameritech Alltel Verizon	10/01/2001 10/01/2001 10/01/2001	7/22/2003 5/14/2003 2/1/2003
FIRSTLINK 195 N. Grant Ave. Columbus, OH 43215	8/31/2001	9/13/2001	Franklin	SBC/Ameritech Sprint Verizon	10/01/2001 10/01/2001 10/02/2001	1/27/2004 1/27/2004 1/27/2004
United Way 2-1-1 Portage 126 N. Prospect Street Ravenna, OH 44266	8/31/2001	9/13/2001	Portage	SBC/Ameritech Alltel Verizon Sprint	10/01/2001 10/01/2001 10/01/2001 10/01/2001	8/29/2003 5/14/2003 1/08/2003 1/10/2003
I&R of Greater Stark County 332 Second Street, N.W. Canton, OH 44702	9/30/2001	10/11/2001	Stark	SBC/Ameritech Verizon	11/06/2001 11/28/2001	8/29/2003 5/23/2003
Helplink - Dayton 184 Dayton Ave Dayton, OH 45406	10/01/2001	10/11/01	Montgomery Greene Preble	SBC/Ameritech Verizon Sprint	12/31/2001 12/31/2001 12/31/2001	10/01/2003 10/01/2003 10/01/2003
First Call for Help 1330 "A" North Scott Street Napoleon, OH 43545	11/19/2001	12/13/2001	Williams Henry Fulton Defiance	GTE North United Alltel Arthur Mutual Ayersville Farmer's Mutual Ridgeville Corners McClure Sherwood Frontier Benton Ridge Orwell	1/28/2002 1/28/2002 1/28/2002 1/28/2002 1/28/2002 1/28/2002 1/28/2002 1/28/2002 1/28/2002 1/28/2002 1/28/2002 1/28/2002	2/11/2004 2/11/2004 9/2003 2/11/2004 2/11/2004 2/11/2004 2/11/2004 2/11/2004 2/11/2004 2/11/2004 2/11/2004 2/11/2004

# 211 Ohio Call Centers (cont.)

2-1-1 Call Center Name Address	Date of 2-1-1 Application	Application Approval Date	County(ies) Covered	ILECs Serving Areas	Date 211 Service Request Submitted	Date 211 Service Begun
United Way of Clark & Champaign Counties – Information & Referral 616 N. Limestone Street Springfield, OH 45503	3/04/2002	3/14/2002	Clark Champaign	Sprint Verizon CT Communications	10/01/2001 10/01/2001 10/01/2001	05/06/2006 05/06/2006 05/06/2006
Help Hotline Crisis Center, Inc. P.O. Box 46 Youngstown, OH 44501	3/05/2002	3/07/2002	Mahoning Columbiana	SBC/Ameritech Verizon Sprint	10/01/2001 10/01/2001 10/01/2001	6/18/2004 6/18/2004 6/18/2004
Ashtabula County Community Action Agency 3215 Lake Ave. Ashtabula, OH 44044	4/03/2002	4/09/2002	Ashtabula	Sprint Alltel Conneaut Orwell	9/19/2002 10/01/2002 9/13/2002 10/01/2002	7/21/2003 7/21/2003 7/21/2003 7/21/2003
United Way Greater Cincinnati 2-1-1 2400 Reading Road Cincinnati, OH 45202	4/04/2002 9/27/2002 9/27/2002	4/11/2002 10/18/2002 11/5/2002	Clermont Hamilton Brown	Cincinnati Bell Verizon Cincinnati Bell Cincinnati Bell Verizon SBC/Ameritech Telephone/Data Sys	10/25/2002 10/25/2002 10/25/2002 10/25/2002 10/25/2002 10/25/2002 10/25/2002	2/11/2003 2/11/2003 2/11/2003 2/11/2003 2/11/2003 2/11/2003 2/11/2003
Scioto Paint Valley Mental Health Center P.O. Box 6179 Chillicothe, OH 45601	5/02/2002	5/09/2002	Fayette Highland Pickaway Pike Ross	SBC/Ameritech SBC/Ameritech Verizon Verizon United Verizon Verizon	9/2003 9/2003 9/2003 9/2003 9/2003 9/2003 9/2003	1/27/2004 1/27/2004 1/27/2004 1/27/2004 1/27/2004 1/27/2004 1/27/2004

2-1-1 Call Center Name Address	Date of 2-1-1 Application	Application Approval Date	County(ies) Covered	ILECs Serving Areas	Date 211 Service Request Submitted	Date 211 Service Begun
<b>Community Counseling &amp; Crisis Center</b> 110 S. College Ave Oxford, OH 45056	12/31/2002	3/14/2003	Butler	Cincinnati Bell Verizon SBC/Ameritech	9/2003 9/2003 9/2003	10/1/2003 10/1/2003 10/1/2003
<b>Infoline Volunteer Center, Geauga United Way</b> 209 Center Street Chardon, OH 44024	5/24/2003	6/30/2003	Geauga	SBC/Ameritech Alltel	7/23/2003 7/28/2003	11/11/2003 9/30/2003
<b>United Way of Greater Cleveland, First Call for Help</b> 1331 Euclid Avenue Cleveland, OH 44115	11/11/2003	11/25/2003	Cuyahoga Medina	SBC/Ameritech Verizon Alltel	12/4/2003 01/03/2005 01/03/2005	1/9/2004 02/11/2005 02/11/2005
<b>United Way of Lake County - Link</b> 9285 Progress Parkway Mentor, OH 44060-1884	12/17/2003	1/7/2004	Lake	SBC/Ameritech Alltel	1/7/2004 1/7/2004	1/29/2003 1/29/2003
<b>United Way of Greater Toledo</b> One Stranahan Square, Suite 114 Toledo, OH 43604-1495	11/8/2004  07/12/2006	1/13/2005	Lucas Ottawa  Erie	SBC/Ameritech Verizon Sprint Alltel Columbus Grove Orwell Frontier AT&T/SBC Verizon North Century	2/1/2005 2/1/2005 2/1/2005 2/1/2005 2/1/2005 2/1/2005 2/1/2005 08/01/2006 08/01/2006 08/01/2006	3/15/2005 3/15/2005 3/15/2005 3/15/2005 3/15/2005 3/15/2005 3/15/2005 09/30/2006 09/01/2006 09/01/2006
<b>Behavioral Connections of Wood County</b> P.O. Box 29 Bowling Green, OH 43402	12/17/2004	1/13/2005	Wood	SBC/Ameritech Verizon United of Ohio	01/06/2006 01/06/2006 01/06/2006	02/02/2006 02/02/2006 02/02/2006

# 211 Ohio Call Centers (cont.)

2-1-1 Call Center Name Address	Date of 2-1-1 Application	Application Approval Date	County(ies) Covered	ILECs Serving Areas	Date 211 Service Request Submitted	Date 211 Service Begun
<b>Contact: A program of Community Solutions Association</b> 320 High Street Warren, OH 44481	11/20/2001	12/13/01	Trumbull	Sprint SBC/Ameritech Onwell	06/01/2006 06/01/2006 06/01/2006	07/01/2006 08/01/2006 08/01/2006
<b>United Way of Greater Lorain County</b> 1875 N. Ridge Road East, Suite H Lorain, OH 44055	06/12/2006	06/19/2006	Lorain	Alltel Verizon Century	06/19/2006 06/19/2006 06/19/2006	06/27/2006 08/01/2006 09/01/2006
<b>Pathways of Licking County</b> 1627 Bryn Mawr Drive Newark, OH 43055	12/01/2006	01/11/2007	Licking	Alltel Sprint AT&T		
<b>United Way of Wayne &amp; Holmes Counties - InfoLink</b> P.O. Box 548 Wooster, OH 44691	12/7/2004 Pending resolution of 24 hour coverage requirement		Holmes  Wayne	Verizon North Sprint  Verizon North Sprint SBC/Ameritech Doyletown		
<b>Warren County United Way</b> 645 Oak Street Lebanon, OH 45036	06/26/2005 Pending resolution of 24 hour coverage requirement		Warren	Sprint		



## CERTIFICATE OF SERVICE

I hereby certify that a copy of the foregoing report has been served by first-class mail, postage prepaid, on the parties listed below this 10th day of April 2007.



Barth E. Royer

Attorney for OCIRP/211 Ohio

Sally W. Bloomfield  
Thomas J. O'Brien  
Bricker & Eckler, LLP  
100 South Third Street  
Columbus OH 43215

Douglas Trabaris  
ATT Communications  
222 West Adams Street  
Suite 1500  
Chicago IL 60606

Jon F. Kelly  
Ameritech Ohio  
150 E. Gay Street  
Rm. 4-C  
Columbus OH 43215

Mark A. Romito  
Cincinnati Bell Telephone Co.  
201 East Fourth Street  
PO Box 2301  
Cincinnati OH 45201

Joseph R. Stewart  
50 West Broad Street  
Suite 3600  
Columbus OH 43215

Gordon Proctor  
Director  
Ohio Department of Transportation  
Central Office  
25 S. Front Street  
PO Box 899  
Columbus OH 43216-0899

Leon Walden  
Kentucky Transportation Cabinet  
Division of Operations  
Room 711, State Office Building  
Frankfort KY 40622

James Kelroy  
Vorys, Sater, Seymour & Pease LLP  
52 East Gay Street  
PO Box 1008  
Columbus OH 43216-1008

Thomas E. Lodge  
Thompson Hine & Flory LLP  
10 West Broad St.  
Suite 700  
Columbus OH 43215-3435

Steven Howard  
Vorys, Sater, Seymour & Pease LLP  
52 East Gay Street  
PO Box 1008  
Columbus OH 43216-1008

David C. Bergmann  
Associate Consumers' Counsel  
Ohio Consumers' Counsel  
10 West Broad Street, Suite 1800  
Columbus OH 43266-0550

Jeffrey M. Pfaff  
Sprint Spectrum, L.P.  
4900 Main Street  
Kansas City MO 64112

Lee Lauridsen  
Sprint Communications  
8140 Ward Parkway  
PO Box 8417  
Kansas City MO 64114

Redell V. Napper  
Asset Protection  
1336 Reese Avenue  
Lima OH 45804

Roger Sugarman  
Kegler, Brown, Hill & Ritter  
65 East State Street  
Suite 1800  
Columbus OH 43215

James P. Miggans  
Regulatory Manager  
GTE Service Corp.  
600 Hidden Ridge  
Irving TX 75038

Michael J. Daugherty  
Manager of Communications  
Knight Ridder, Inc.  
One Herald Plaza  
Miami FL 33132-1693

Darrel Townsley  
MCI  
205 North Michigan Avenue  
Suite 1100  
Chicago IL 60601

Frank E. Deaner  
Ohio Newspaper Association  
1335 Dublin Road  
Suite 216B  
Columbus OH 43215