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BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO NOV 26 PM 3: 35

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

Case No. 93-1799-TP-CO

PUCO

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

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. . . .

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

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respective areas, the serving telephone companies, and the dates the applications for service were submitted to the serving telephone companies.

On October 19, 2007, Pathways of Licking County initiated 2-1-1 services to residents of Licking County. Pathways is currently exploring strategies to provide 2-1-1 services to residents of Knox County.

United Way of Wayne and Holmes Counties has developed a plan to address 24-hour coverage for 2-1-1 services in Wayne and Holmes Counties. OCIRP granted provisional status to United Way's application for providing 2-1-1 in these counties pending resolution of the 24-hour service requirements. United Way is currently developing an agreement to outsource this 24-hour requirement with an existing approved 2-1-1 providers in neighboring county. The organization anticipates finalizing this agreement in early 2008 and plans to initiate 2-1-1 service in both Wayne and Holmes Counties by March 2008.

Warren County United Way, approved by OCIRP in June 2005, is continuing to secure additional funding needed to fully implement 2-1-1 service in Warren County. The organization is also seeking options for providing 24-hour coverage in that county. United Way expect to initiate 2-1-1 service in that county by mid-2008.

OCIRP has also received inquiries from the Richland County Library and the Ohio Valley Relief Center regarding the application process for being approved to provide 2-1-1 service to residents of Richland County and Belmont County respectively.

Currently, 23 organizations serving 38 counties have been approved to operate as 2-1-1 programs by OCIRP/211 Ohio. Three of these organizations have merged

their 2-1-1 services with existing 2-1-1 providers resulting in 20 active 2-1-1 programs serving residents in 38 Ohio counties. Some 8.7 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 2008 calendar year.

OCIRP/211 Ohio, through its partnership with the national 211 coalition, continues to work with cable and other Voice over Internet Protocol ("VoIP") providers to develop voluntary agreements provide digital and VoIP customers with access to the 2-1-1 programs in Ohio. Currently all major cell phone providers operating in Ohio offer their customers access to 211 dialing.

OCIRP/211 Ohio continues to work toward the 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. OCIRP has secured a commitment for a two-year \$500,000 state grant to develop and implement a plan to bring 2-1-1 to all residents of Ohio. This plan includes at least two demonstration projects in rural regions of the state that currently do not have 2-1-1 services.

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 *a/so* 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 black ink, appearing to read "Richard Stahl", 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 Began
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 Verizon SBC/Ameritech Telephone/Data Sys	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
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

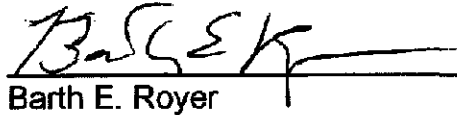
2-1-1 Call Center Name Address	Date of 2-1-1 Application	Application Approval Date	County(ies) Covered	ILECs Serving Areas	Date 211 Service Request Submitted	Date 211 Service Began
Community Counseling & Crisis Center 110 S. College Ave Oxford, OH 45056	12/31/2002	3/14/2003	Butler	Cincinnati Bell Verizon SBC/Ametech	9/2003 9/2003 9/2003	10/1/2003 10/1/2003 10/1/2003
Infoline Volunteer Center, Geauga United Way 209 Center Street Chardon, OH 44024	5/24/2003	6/30/2003	Gauga	SBC/Ametech Alltel	7/23/2003 7/28/2003	11/11/2003 9/30/2003
United Way of Greater Cleveland, First Call for Help 1331 Euclid Avenue Cleveland, OH 44115	11/11/2003	11/25/2003	Cuyahoga Medina	SBC/Ametech Verizon Alltel	12/4/2003 01/03/2005 01/03/2005	1/9/2004 02/11/2005 02/11/2005
United Way of Lake County – Link 9285 Progress Parkway Mentor, OH 44060-1884	12/17/2003	1/7/2004	Lake	SBC/Ametech Alltel	1/7/2004 1/7/2004	1/29/2003 1/29/2003
United Way of Greater Toledo One Stranahan Square, Suite 114 Toledo, OH 43604-1495	11/8/2004	1/13/2005	Lucas Ottawa	SBC/Ametech Verizon Sprint Alltel Columbus Grove Orwell Frontier	2/1/2005 2/1/2005 2/1/2005 2/1/2005 2/1/2005 2/1/2005 2/1/2005	3/15/2005 3/15/2005 3/15/2005 3/15/2005 3/15/2005 3/15/2005 3/15/2005
	07/12/2006		Erie	AT&T/SBC Verizon North Century	08/01/2006 08/01/2006 08/01/2006	09/30/2006 09/01/2006 09/01/2006
Behavioral Connections of Wood County P.O. Box 29 Bowling Green, OH 43402	12/17/2004	1/13/2005	Wood	SBC/Ametech 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
Contact: A program of Community Solutions Association 320 High Street Warren, OH 44481	11/20/2001	12/13/01	Trumbull	Sprint SBC/Ameritech Orwell	06/01/2006 06/01/2006 06/01/2006	07/01/2006 08/01/2006 08/01/2006
United Way of Greater Lorain County 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 09/01/2006 09/01/2006
Pathways of Licking County 1627 Bryn Mawr Drive Newark, OH 43055	12/01/2006	01/11/2007	Licking	Alltel Sprint AT&T	05/2007 05/2007 05/2007	10/19/2007 10/19/2007 10/19/2007
United Way of Wayne & Holmes Counties - InfoLink P.O. Box 548 Wooster, OH 44691	12/7/2004		Holmes Wayne	Verizon North Sprint Verizon North Sprint SBC/Ameritech Doyletown		
Warren County United Way 645 Oak Street Lebanon, OH 45036	06/26/2005		Warren	Sprint		
	Pending resolution of 24 hour coverage requirement					

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 26th day of November 2007.



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