

*Jen*

# 759

24

April 10, 2000

Alan R. Schriber, Chair  
Public Utilities Commission of Ohio  
180 East Broad Street  
Columbus, Ohio 43215-3793

Re: Case No. 93-1799-TP-COI

Dear Dr. Schriber:

I am writing in support of the petition filed by the 211 Ohio Collaborative, asking the PUCO to designate "211" as the three-digit access number for non-emergency community services referrals throughout Ohio.

Thousands of Ohioans face homelessness, hunger, job dislocation, substance abuse, or other community service needs every day and often do not know where to turn. Since navigating the maze of community services can be a daunting task, a simple, reliable, universally recognizable access number would make all the difference for a person in need. Designating 211 as a universal access number for community service referrals would end the frustration and confusion and ensure that Ohioans get the help they need as soon as possible.

Ohio Information & Referral organizations already respond to over a half a million calls per year from Ohioans in crisis or struggling with ongoing problems and needing referrals to resources in their community. Many of these organizations spend thousands of dollars every year offering and promoting a variety of 800 numbers, making the search for help even more overwhelming. The 211 number could also help to reduce the number of inappropriate 911 calls and with increased public awareness, the number itself could become an outreach tool that would help community service agencies to reach more families in need.

As you know, proponents of 211 are also pursuing the issue at the national level. Atlanta and Connecticut have already successfully implemented 211 and have seen calls increase nearly 40%. The movement to make 211 the universal number for access to community services is growing in many other states.

Designating 211 as a statewide community services referral number makes sense. I support the PUCO granting this petition and see it as an important opportunity to make it easier for our most vulnerable citizens to find the help they need. I appreciate this opportunity to share my thoughts on this important issue. Thank you for your consideration.

Sincerely,

*Jennifer Waldo*

Jennifer Waldo  
FIRSTLINK Board Member

RECEIVED-DOCKETING DIV  
00 APR 18 AM 10:54  
PUCO  
REC'D  
APR 14 2000  
OFFICE OF CLERK  
PUCO

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.  
Technician SW Date Processed 4-19-00

April 12, 2000

Alan R. Schriber, Chair  
Public Utilities Commission of Ohio  
180 East Broad Street  
Columbus, OH 43215-3793

RE: Case No. 93-1799-TP-COI

# 762  
RECEIVED-DOCKETING DIV  
00 APR 18 AM 10:54

REC'D PUCO

APR 14 2000

OFFICE OF THE CLERK  
PUCO


Dear Dr. Schriber,

The purpose of my letter is to support the petition filed by the 211 Ohio Collaborative, asking the PUCO to designate "211" as the three-digit access number for non-emergency community services referrals throughout Ohio.

I have been associated for several years with a non-profit agency in Franklin County. That experience has shown me that there are thousands of people who need a quick, simple way to ask for help. They simply are unable to navigate their way thorough the confusing forest of agencies. Designating 211 as a universal access number for community service referrals would be a huge step towards making sure that these folks in need get help as soon as possible.

Many organizations spend thousands of dollars every year offering and promoting a variety of 800 numbers. Designating 211 as a statewide community services referral number would end that confusion and cost. I support the PUCO granting this petition and see it as an opportunity to make it easier for our most vulnerable citizens to find the help they need. Thank you for your consideration.

Sincerely,



Cynthia M. Hilliard  
Board President  
FIRSTLINK, Inc.



RECEIVED-DOCKETING DIV  
00 APR 18 AM 10:54

# City of Akron, Ohio PUCO

DONALD L. PLUSQUELLIC, MAYOR

April 10, 2000

REC'D

APR 17 2000

OFFICE OF CHAIRMAN  
PUCO

Dr. Alan R. Schriber, Chair  
Public Utilities Commission of Ohio  
180 East Broad Street  
Columbus, Ohio 43215-3793

Dear Dr. Schriber:

RE: Case #93-1799-TP-COI

We are writing in support of the PUCO's March 23, 2000, decision regarding the petition filed by the 211 Ohio Collaborative asking the PUCO to designate 211 as the three-digit access number for non-emergency community services referrals throughout Ohio.

Ohio Information and Referral organizations already respond to more than 500,000 calls each year from Ohioans in crisis or struggling with ongoing problems and needing referrals to resources in their community. In addition to numerous listings in area telephone books, many organizations offer and promote a variety of 800 numbers, making the search for help even more overwhelming. Because navigating the maze of community services can be a daunting task, a simple, reliable, universally-recognizable access number will make all the difference for a person in need. The ability of Ohioans to dial 211 for community service referrals will end the frustration and confusion and ensure that they get the help they need as soon as possible.

We welcome the PUCO's granting of the two-year pilot use of 211 for community access and see it as an important opportunity to make it easier for our most vulnerable citizens to find the assistance they require.

We appreciate this opportunity to share our thoughts on this important issue. Thank you for your consideration.

Sincerely,

DONALD L. PLUSQUELLIC  
Mayor

cc: Gigi Woodruff - Info Line, Inc.

317 Board

RECEIVED-DOCKETING DIV  
00 APR 18 AM 10:54  
*Alcohol, Drug Addiction, and Mental Health Services Board*

April 12, 2000

Alan R. Schriber, Chair  
Public Utilities Commission of Ohio  
180 East Broad Street  
Columbus, OH 43215-3793

PUCO

#764

REC'D

APR 14 2000

OFFICE OF GENERAL COUNSEL  
P.U.C.O.

Re: Case No. 93-1799-TP-COI

Dear Dr. Schriber:

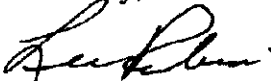
The Athens-Hocking-Vinton Alcohol, Drug Addiction & Mental Health Services Board (317 Board) is pleased to support the request of the 211 Ohio Collaborative to designate "211" as the three-digit access number for non-emergency community services referrals throughout Ohio.

Through its contract with Tri-County Mental Health & Counseling Services, Inc., the Board has, for many years, supported Careline, the local 24-hour crisis hotline serving a broad geographic area of Southeastern Ohio. In addition to addressing crisis situations, Careline has become the regional clearinghouse for a great number of other community organizations that people call for information and referral services. Responding to these calls while also attempting to handle crisis and emergency situations often burdens Careline staff in dealing effectively with both kinds of services. Careline reports that a majority of the calls it receives involve information and referrals. In addition, it is widely known that a number of calls to 911 are inappropriate, thus impeding 911 from performing its proper functions.

The Board also supports a number of other organizations that, in addition to their primary roles, must handle information and referral services, expending their much-needed funds on 800 numbers and responding to misdirected inquiries, rather than on services. By incorporating community services under one universal 211 number, callers could access accurate information, with less frustration, time-consuming difficulty and unnecessary delays, allowing 911 and organizations like Careline and other agencies to provide rapid, more efficient service.

As you know, the proponents of 211 are also pursuing the issue at the national level. We understand that Atlanta and Connecticut have already successfully implemented 211 service, and the movement is growing in many other states as well. We urge the PUCO to grant Ohio the opportunity to be in the forefront of this advance. Thank you for your consideration.

Sincerely,



Lee Rubin, CHE  
Executive Director

cc: Gigi Woodruff, Director, 211 Ohio Project  
Mark Sutton, Director, Careline  
George Weigly, Exec. Director, Tri-County Mental Health & Counseling Services, Inc.



*serving Athens, Hocking, and Vinton Counties*

7990 Dairy Lane • P.O. Box 130 • Athens, Ohio 45701 • Voice and TDD (740) 593-3177 • FAX (740) 592-1996  
*Equal Opportunity Employer*

**BATTERED WOMEN'S SHELTER**  
of Summit and Medina Counties

RECEIVED-DOCKETING DIV  
# PUA 3 APR 18 AM 10:54  
PUCO

April 10, 2000

Alan R. Schriber, Chair  
Public Utilities Commission of Ohio  
180 East Broad Street  
Columbus, OH 43215-3793

REC'D  
APR 11 2000  
OFFICE OF CHAIRMAN  
PUCO

Re: Case No. 93-1799-TP-COI

Dear Dr. Schriber,

We are writing in support of the PUCO's March 23, 2000 decision regarding the petition filed by the 211 Ohio Collaborative asking the PUCO to designate "211" as the three-digit access number for non-emergency community services referrals throughout Ohio.

Ohio Information & Referral organizations already respond to over a half a million calls per year from Ohioans in crisis or struggling with ongoing problems and needing referrals to resources in their community. In addition to numerous listings in area telephone books, many organizations offer and promote a variety of 800 numbers, making the search for help even more overwhelming. Because navigating the maze of community services can be a daunting task, a simple, reliable, universally recognized access number will make all the difference for a person in need. The availability of Ohioans to dial 211 for community service referrals will end the frustration and confusion and ensure that they get the help they need as soon as possible.

We welcome the PUCO's granting of the two-year pilot use of 211 for community access and see it as an important opportunity to make it easier for our most vulnerable citizens to find the assistance they require.

We appreciate this opportunity to share our thoughts on this important issue.

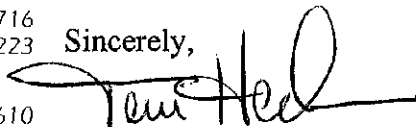
Administration Office  
759 West Market Street  
Akron, Ohio 44303  
Office: 330-374-0740  
Fax: 330-374-0119

Shelter  
Business: 330-374-0716  
Fax: 330-374-0223

Medina  
Business: 330-723-9610  
Fax: 330-723-9660

Crisis Hotlines:  
330-374-1111  
1-888-395-HELP

Sincerely,



Terri Heckman  
Executive Director



## Bringing people and services together.

474 Grant Street • Akron, Ohio 44311 • (330) 376-6660 • FAX (330) 253-1137  
www.infolineinc.org

April 7, 2000

Alan R. Schriber, Chair  
Public Utilities Commission of Ohio  
180 East Broad Street  
Columbus, Ohio 43215-3793

REC'D

APR 14 2000  
OFFICE OF CHAIRMAN  
P.U.C.O.

**Re: Case No. 93-1799-TP-COI**

Dear Dr. Schriber,

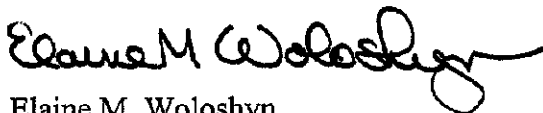
I am writing to support PUCO's March 23, 2000 decision to allow a two year pilot program for "211", the three-digit access number for non-emergency community services referrals. This pilot use of 211 for community access will be an important step in assuring that Ohio citizens will find the services and help they need, while reducing the confusion and frustration now experienced when trying to find the right program or agency among the thousands that exist.

The 211 Ohio Collaborative filing the petition represents the Ohio Information and Referral organizations who already respond to over a half a million calls per year from Ohio residents. These Ohioans are struggling with myriad difficulties, and crisis situations and must struggle to negotiate both the telephone book and an increasing list of 800 numbers. A universally recognized access number will simplify the process for the caller and leave their coping skills intact to deal with their problem, not the system that provides access to help.

The two year pilot use of 211 for community access allows Ohio the opportunity to assist the most vulnerable citizens to find the help they need quickly and easily.

We appreciate PUCO's timely consideration of the petition.

Sincerely,



Elaine M. Woloshyn  
Executive Director

EMW/tw



# 760

RECEIVED - TICKETING DIV

00 APR 18 AM 10:54

PUCO



**United Way**  
of Lake County

9285 PROGRESS PARKWAY

MENTOR, OHIO 44060-1884

PHONE: (440) 352-3166

(440) 946-7375

Fax: (440) 975-1220

April 12, 2000

REC'D

Alan R. Schriber, Chair  
Public Utilities Commission of Ohio  
180 East Broad Street  
Columbus OH 43215-3793

APR 13 2000

OFFICE OF THE CLERK  
PUCO

Re: Case No. 93-1799-TP-COI

Dear Dr. Schriber:

We applaud the decision of the PUCO to designate "211" as the three-digit access number for non-emergency community services referrals throughout Ohio.

We provide a comprehensive information & referral service funded by United Way of Lake County. Our program has been operating for 10 years. Our experience shows that people generally don't know where to call to get help and answers to questions about community services. As 211 is promoted in Ohio and across the nation, we are confident that people will grow to depend on it for simplified access to community services. The use of 211 will also eliminate the need for the variety of phone numbers and 800 numbers we currently provide so our callers can reach us.

We are a member of the 211 Ohio Collaborative and will be working with them to implement 211 in Lake County and across the state.

Thank you for your consideration.

Sincerely,

Sue Mize

Certified Information & Referral Provider  
Director, United Way LINK



College of Social Work

RECEIVED

APR 14 2000

Stillman Hall  
1947 College Road  
Columbus, OH 43210-1162  
Phone 614-292-6288  
FAX 614-292-6940

DO APR 18 10 10 AM '00  
PUCO

~~COMMUNITY ASSISTANCE~~  
April 3, 2000

REC'D

APR 13 2000

Dr. Alan R. Schriber, Chair  
Public Utilities Commission of Ohio  
180 East Broad Street  
Columbus, Ohio 43215-3793

Dear Dr. Schriber:

As a professor in the College of Social Work at Ohio State University, I strongly support the petition to designate 211 for community services referrals for Ohio.

When professors teach courses on social welfare services, the issue of facilitating access to services invariably comes up with students and how social workers can reduce barriers to services. Establishing 211 as a universal number for accessing social welfare services is critical for linking individuals with needed services promptly and easily.

During the past Christmas holidays, I volunteered at First Link. I had an opportunity to listen as people called for help with food, toys for their children, and general assistance. I heard the frustrations in some callers' voices as they related the difficulties in reaching the right number to call for assistance. I also was able to see the high volume of callers and the number of individuals who were on hold.

In January, I attended a social work conference out of state and listened to presenters from Virginia describe the problem of linking people needing food to agencies. In addition, some social workers believe that facilitating access to social welfare service for the elderly is needed and the creation of 211 would surely help. The establishment of 211 in Ohio would place Ohio ahead of other states and would join the growing number of states that have established 211 as their primary number for help.

Hopefully, the Ohio Public Utilities Commission will give final approval to the establishment of this very important initiative.

Sincerely,

Rudolph Alexander, Jr., Ph.D.  
Professor





# ASHTABULA COUNTY COMMUNITY ACTION AGENCY

2009 WEST PROSPECT ROAD; P. O. BOX 2610 ASHTABULA, OHIO 44005-2610

TELEPHONE (440) 997-1721 FAX (440) 992-3319

accaaadmin@attvixweb.com

Richard J. Pepperney  
Executive Director

Merilee Rebera  
Board Chairperson

Juanita Chapman  
Controller

RECEIVED

APR 14 2000

April 11, 2000

Mr. Alan R. Schriber, Chair  
Public Utilities Commission of Ohio  
180 East Broad Street  
Columbus, Ohio 43215-3793

RE: Case No. 93-1799-TP-COI

Dear Chairman Schriber:

On behalf of the Board and staff of Ashtabula County Community Action Agency, I would like to offer my wholehearted support and endorsement of the referenced petition filed by the 211 Ohio Collaborative.

As we provide for Ashtabula County's social service data base, as well as accurate information and referral services, we have first-hand awareness of citizens' difficulties in navigating the social service network. 211, as a universal access number, addresses these difficulties and their accompanying frustrations.

We applaud the Public Utilities Commission of Ohio's conditional approval of the petition, encourage enactment of the two-year pilot period, and look forward to the day when "211" will permanently serve the public purpose for which it is intended.

Thank you for your consideration.

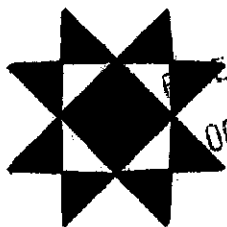
Sincerely yours,

ASHTABULA COUNTY COMMUNITY ACTION AGENCY

*Richard J. Pepperney /s/*

Richard J. Pepperney  
Executive Director

RJP:ja



RECEIVED-DOCKETING DIV  
00 APR 18 AM 10:53  
PUCO

# UNITED SENIORS OF ATHENS COUNTY, INC.

20 Kern Street • Athens, Ohio 45701 • (740) 594-3535

April 10, 2000

Alan R. Schriber, Chair  
Public Utilities Commission of Ohio  
180 East Broad Street  
Columbus, OH 43215-3793

#7410  
RECEIVED

APR 14 2000

REC'D

APR 12 2000

OFFICE OF THE CLERK  
PUCO

Re: Case No. 93-1799-TP-COI

~~CONFIDENTIAL~~

Dear Mr. Schriber:

We are writing in support of the petition filed by the 211 Ohio Collaborative asking the PUCO to designate "211" as the three-digit access number for non-emergency community services referrals throughout Ohio.

For twenty years United Seniors has been the Information & Referral (I&R) number for senior citizens living in Athens County, Ohio. Because four different local phone companies serve Athens County, we provide a toll free number so that the low income clients can access our I&R service at no cost to them. We try to advertise so that our number is as known as possible.

Our frustration is that even doing our best, many senior citizens still have a hard time accessing services. In a time of stress and need, remembering phone numbers can be a real problem and knowing which number to call can be a hardship.

The 211 concept will allow simple access to a local central location that can re-direct callers to the appropriate provider. Calling 211 will help decrease incorrect 911 calls. Emergency 911 has been around so long that there will not be confusion and 211 will enhance community access of services.

Designating 211 as the statewide community services referral number makes great sense and will make needed information readily available to all citizens including our most vulnerable. Thank you for your consideration.

Sincerely,

*Michael C. Turner*

Michael C. Turner,  
Executive Director

# 1745  
RECEIVED-DOCKETING DIV  
William J. Barath, Esq.  
The Huntington Center  
41 South High Street, 26<sup>th</sup> Floor  
Columbus, Ohio 43215  
APR 18 AM 10:53  
PUCO

RECEIVED

APR 14 2000

SERVICE CENTER ANALYST

April 4, 2000

REC'D

APR 14 2000

STATE OF OHIO  
PUCO

Alan R. Schriber, Chair  
Public Utilities Commission of Ohio  
180 East Broad Street  
Columbus, Ohio 43215-3793

**Re: Case No. 93-1799-TP-COI**

Dear Mr. Schriber,

I currently serve as a member of the Board of Trustees of FIRSTLINK. I am writing in support of the petition filed by the 211 Ohio Collaborative, asking the PUCO to designate "211" as the three-digit access number for non-emergency community services referrals throughout Ohio.

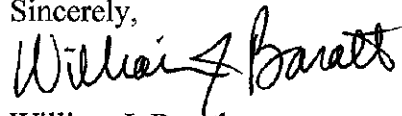
Thousands of Ohioans face homelessness, hunger, job dislocation, substance abuse, or other community service needs every day and often do not know where to turn. Because navigating the maze of community services can be a daunting task, a simple, reliable, universally recognizable access number would make all the difference for a person in need. Designating 211 as a universal access number for community service referrals would end the frustration and confusion and ensure that Ohioans get the help they need as soon as possible.

Ohio Information & Referral organizations already respond to over a half a million calls per year from Ohioans in crisis or struggling with ongoing problems and needing referrals to resources in their community. Many of these organizations spend thousands of dollars every year offering and promoting a variety of 800 numbers, making the search for help even more overwhelming. The 211 number could also help to reduce the number of inappropriate 911 calls and with increased public awareness, the number itself could become an outreach tool that would help community service agencies to reach more families in need.

As you know, proponents of 211 are also pursuing the issue at the national level. Atlanta and Connecticut have already successfully implemented 211 and have seen calls increase nearly 40%. The movement to make 211 the universal number for access to community services is growing in many other states.

Designating 211 as a statewide community services referral number makes sense. I support the PUCO granting this petition and see it as an important opportunity to make it easier for our most vulnerable citizens to find the help they need. I appreciate this opportunity to share our thoughts on this important issue. Thank you for your consideration.

Sincerely,

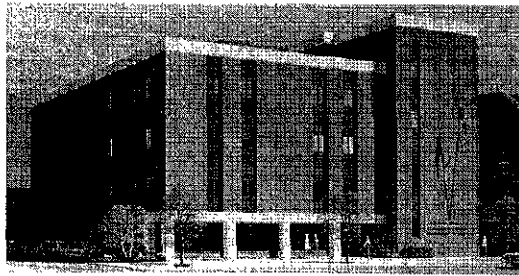
A handwritten signature in black ink, appearing to read "William J. Barath". The signature is fluid and cursive, with the first name "William" and last name "Barath" clearly distinguishable.

William J. Barath

# Licking County Board of Commissioners

Albert O. Ashbrook  
Jay N. Baird  
Marcia J. Phelps

March 30, 2000



RECEIVED-DOCKETING DIV  
00 APR 18 AM 10:53  
20 South Second Street  
Newark, Ohio 43055-5692  
(740) 349-6066 Office  
(740) 349-6114 Fax  
1-888-838-0219 Toll Free

Gigi Woodruff  
211 Ohio Project Director  
474 Grant  
Akron, Ohio 44311

The Donald D. Hill County Administration Building

REC'D

APR 07 2000

OFFICE OF CHAIRMAN  
P.U.C.O.

Dear Ms. Woodruff:

The Licking County Commissioners are in support of your efforts to petition the Public Utilities Commission for "211" setting aside access to community information lines.

As County Commissioners, we try to provide our constituents with links that will assist them without having to travel a great deal of distance--what better way to do this but through the proposed "211" system.

Licking County depends on the Center of Alternative Resources' office located in downtown Newark for those who need help in finding information and services. The "211" will enable people to receive a connection for that purpose.

The future "211" system would provide connectivity to all who need help, direction or just information when needed. This will definately be a vast resource for all residents throughout the State of Ohio and Licking County.

We appreciate your support in making this a reality.

Sincerely,

Albert O. Ashbrook, President

Marcia J. Phelps

Jay N. Baird



Sponsored by the  
Ohio Council of Information  
& Referral Providers  
(OCIRP)

Gigi Woodruff  
Project Manager

474 Grant Street  
Akron, OH 44311

330-762-5627  
330-253-1137  
Fax

[www.211ohio.net](http://www.211ohio.net)

April 5, 2000  
RECEIVED-DOCKETING DIV  
#133  
00 APR 18 AM 10:53  
PUCO

REC'D

APR 07 2000

OFFICE OF CHAIRMAN  
P.U.C.O.

RECEIVED

APR 14 2000

SERVICE QUALITY ANALYSIS

Alan R. Schriber, Chair  
Public Utilities Commission of Ohio  
180 East Broad Street  
Columbus, Ohio 43215-3793


Re: Case No. 93-1799-TP-COI

Dear Dr. Schriber,

Enclosed is a letter we received in support of the PUCO's March 23, 2000 decision regarding the petition filed by the 211 Ohio Collaborative asking the PUCO to designate "211" as the three-digit access number for non-emergency community services referrals throughout Ohio.

Would you please see that the enclosed letter is filed in the docket for the referenced case? Thank you.

Sincerely,



Gigi A. Woodruff  
211 Ohio Project Manager

Enc.

\*143

RECEIVED

APR 14 2000

RECEIVED-DOCKETING DIV

~~GEORGE B. WILSON, CHAIRMAN~~

00 APR 18 AM 10:53

PUCO

REC'D

APR 08 2000

OFFICE OF CHAIRMAN  
P.U.C.O.

Alan R. Schriber, Chair  
Public Utilities Commission of Ohio  
180 East Broad Street  
Columbus, Ohio 43215-3793

Re: Case No. 93-1799-TP-COI

Dear Dr. Schriber,

We are writing in support of the PUCO's March 23, 2000 decision regarding the petition filed by the 211 Ohio Collaborative asking the PUCO to designate "211" as the three-digit access number for non-emergency community services referrals throughout Ohio.

Members of the Ohio Child Care Resource and Referral Association (OCCRRA) responded to over forty-two thousand family information and referral calls in 1999. Ohioans, who initiated these calls, were struggling with ongoing problems and needed referrals to resources in their community.

Individual Child Care Resource and Referral agencies attempted to simplify the task of finding appropriate referrals by providing 800 numbers and a central access number in Columbus. Still, families struggled with information overload.

Incorporating a 211 number in Ohio for access to child care and community service referrals will end the frustration and confusion and ensure that families will receive assistance in a timely manner. We welcome the PUCO's granting of the two-year pilot use of 211 for community access and see it as an important opportunity to make it easier for our most vulnerable citizens to find the assistance they require.

We appreciate this opportunity to share our thoughts on this important issue. Thank you for your consideration.

Best Regards,



Michelle Moore  
Child Care Choices  
Executive Director



RECEIVED  
RECEIVED-BOOKETING DIV  
College of Social Work  
APR 18 AM 10:53  
PUCO  
APR 14 2000  
Office of the Chairman  
P.U.C.O.

1947 College Road  
Columbus, OH 43210-1162  
Phone 614-292-6288  
FAX 614-292-6940

April 3, 2000

Dr. Alan R. Schriber, Chair  
Public Utilities Commission of Ohio  
180 East Broad Street  
Columbus, Ohio 43215-3793

REC'D

APR 03 2000

OFFICE OF CHAIRMAN  
P.U.C.O.

Dear Dr. Schriber:

As a professor in the College of Social Work at Ohio State University, I strongly support the petition to designate 211 for community services referrals for Ohio.

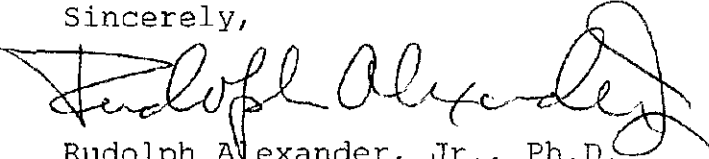
When professors teach courses on social welfare services, the issue of facilitating access to services invariably comes up with students and how social workers can reduce barriers to services. Establishing 211 as a universal number for accessing social welfare services is critical for linking individuals with needed services promptly and easily.

During the past Christmas holidays, I volunteered at First Link. I had an opportunity to listen as people called for help with food, toys for their children, and general assistance. I heard the frustrations in some callers' voices as they related the difficulties in reaching the right number to call for assistance. I also was able to see the high volume of callers and the number of individuals who were on hold.

In January, I attended a social work conference out of state and listened to presenters from Virginia describe the problem of linking people needing food to agencies. In addition, some social workers believe that facilitating access to social welfare service for the elderly is needed and the creation of 211 would surely help. The establishment of 211 in Ohio would place Ohio ahead of other states and would join the growing number of states that have established 211 as their primary number for help.

Hopefully, the Ohio Public Utilities Commission will give final approval to the establishment of this very important initiative.

Sincerely,

  
Rudolph Alexander, Jr., Ph.D.  
Professor



**INFORMATION & REFERRAL**  
**526 PUTMAN AVENUE, ZANESVILLE, OH 43701**  
**614-454-2255**  
**614-454-6875 FAX**

RECEIVED-DOCK  
00 APR 18



**PUCO**  
REACHING those who need help.  
TOUCHING us all.

April 6, 2000

#702

REC'D

APR 10 2000

OFFICE OF CASE MANAGER  
PUCO

**RECEIVED**

APR 14 2000

**COMMUNITY SERVICES DIVISION**

Alan R. Schriber, Chair  
Public Utilities Commission of Ohio  
180 East Broad Street  
Columbus, Ohio 43215-3793

Re: Case No. 93-1799-TP-CO1

Dear Dr. Schriber,

We are writing in support of the petition filed by the 211 Ohio Collaborative, asking the PUCO to designate "211" as the three-digit access number for non-emergency community services referrals throughout Ohio.

Thousands of Ohioans face homelessness, hunger, jobs dislocation, substance abuse, or other community service needs every day and often do not know where to turn. Because navigating the maze of community services can be a daunting task, a simple, reliable, universally recognizable access number would make all the difference for a person in need. Designating 211 as a universal access number for community service referrals would end the frustration and confusion and ensure that Ohioans get the help they need as soon as possible.

Ohio Information & Referral organizations already respond to over a half a million calls per year from Ohioans in crisis or struggling with ongoing problems and needing referrals to resources in their community. Many of these organizations spend thousands of dollars every year offering and promoting a variety of 800 numbers, making the search for help even more overwhelming. The 211 number could also help to reduce the number of inappropriate 911 calls and with increased public awareness the number itself could become an outreach tool that would help community service agencies to reach more families in need.

As you know, proponents of 211 are also pursuing the issue at the national level. Atlanta and Connecticut have already successfully implemented 211 and have seen calls increase nearly 40%. The movement to make 211 the universal number for access to community services is growing in many other states.

Designating 211 as a statewide community services referral number makes sense. We encourage the PUCO to carefully consider this petition as an important opportunity to make it easier for our most vulnerable citizens to find the help they need. We appreciate this opportunity to share our thoughts on this important issue. Thank you for your consideration of the 211 Ohio Collaborative's petition.

Sincerely,

Randi Tyo  
Information & Referral Coordinator  
United Way



*Delaware County Family & Children First Council*

39 West Winter Street • Delaware, OH 43015  
Phone (740) 368-1445 Fax (740) 368-1446

RECEIVED  
00 APR 18 AM 10:52

PUCO

#701  
April 5, 2000

Alan R. Schriber, Chair  
Public Utilities Commission of Ohio  
180 East Broad Street  
Columbus, Ohio 43215-3793

RECEIVED  
APR 14 2000  
OFFICE OF THE  
PUCO

RECEIVED

APR 14 2000

Re: Case No. 93-1799-TP-COI

GEORGE REPLY ANALYSIS DIVISION

Dear Dr. Schriber,

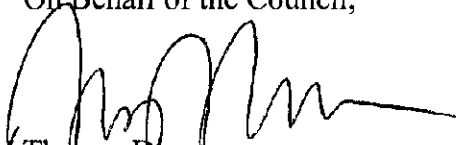
We, The Family & Children First Council, are writing in support of the petition filed by the 211 Ohio Collaborative, requesting the PUCO to designate "211" as the three-digit access number for non-emergency community referrals throughout the communities of Ohio.

The designation of 211 as the universal access number for community service referrals would end the confusion and lack of fulfillment which hinders the ability for Ohioans to receive service as soon as possible. The 211 number could also help to reduce the number of inappropriate 911 calls and with increased public awareness, the number itself could become an outreach tool that would help community service agencies to reach more families needed.

As you know, supporters of 211 are also pursuing the issue at the national level. Atlanta and Connecticut have already successfully implemented 211 and it has proven itself with an increase near 40%. The progress to make 211 the universal number for access to community services is growing in many other states.

Designating 211 as a statewide community service referral number makes sense. We at, Delaware County Family & Children First Council support the PUCO granting this petition and see it as a vital opportunity to share our thoughts on this important issue. Thank you for your consideration and time.

On Behalf of the Council,

  
Theresa Duren  
Executive Director



# H.M. LIFE OPPORTUNITY SERVICES

A Ministry of the Sisters of the Humility of Mary • Solutions to homelessness for single-parent families.

RECEIVED - HOMELESS DIV

00 APR 18 AM 10:52

PUCO

April 7, 2000

# 700

Alan R. Schriber, Chair  
Public Utilities Commission of Ohio  
180 East Broad Street  
Columbus, Ohio 43215-3793

REC'D

APR 10 2000

OFFICE OF CHAIRMAN  
P.U.C.O.

RE: Case No. 93-1799-TP-COI

Dear Dr. Schriber,

I am writing in support of the petition filed by the Ohio Council of Information and Referral Providers (OCIRP) and the 211 Ohio Collaborative, asking the PUCO to designate "211" as the three-digit access number for non-emergency community services referrals throughout Ohio.

Many individuals face homeless, poverty and despair. The mission of our agency, H.M. Life Opportunity Services (HMLoS), is to assist homeless, single-parent families on their quest toward self-sufficiency. We are a two-year program and many of them need to obtain information relative to their immediate needs such as food and shelter. The "211" number would be a great resource to many individuals who need access to programs and services. Many individuals do not know where to turn and this number would be an easy way for them to access the information that they need.

I urge you to support the new "211" access number for non-emergency community services referrals throughout Ohio.

I would be happy to answer any questions that you may have regarding our agency and how the "211" number would help our potential clients.

Sincerely yours,

*Beth Babione Hensley*

Beth Babione Hensley  
Public Relations Specialist



GAR FOUNDATION  
50 S. Main Street  
P.O. Box 1500  
Akron, OH 44309-1500  
330-643-0201; FAX 330-258-6559

#169  
RECEIVED-DOCKETING DIV  
00 APR 18 AM 10:52  
PUCO

Linda V. Urda, Ph.D.  
Associate Director  
330-258-6494  
LUrda@bdblawn.com

April 5, 2000

Mr. Alan R. Schriber, Chair  
Public Utilities Commission of Ohio  
180 East Broad Street  
Columbus, OH 43215-3793

REC'D  
APR 11 2000  
RECEIVED  
APR 14 2000

Re: Case No. 93-1799-TP-COI

COMMUNITY QUALITY ANALYSIS DIVISION

Dear Dr. Schriber:

It is our privilege to write a letter in support of the petition filed by the 211 Ohio Collaborative asking the PUCO to designate "211" as the three-digit access number for non-emergency community services referrals throughout the state of Ohio.

The GAR Foundation is acutely aware of the need for an easy to remember, simple number for community citizens to call when in crisis or seeking local resources. We know through our conversations with our applicants for grants, members of the community, and our local information and referral provider that locating the correct referral source and telephone number can be a painful and frustrating search for even the most sophisticated seeker. We truly believe that making "211" available for community service referrals will make a huge difference in connecting individuals to the help they need as soon as possible.

Thank you for your consideration of this proposal which would have huge significance not only to our community but to this entire state. Please do not hesitate to contact me (330-258-6494) if you would like additional information.

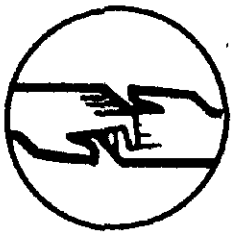
Sincerely,



Linda V. Urda

LVU:prw«AK3:394041\_1»

cc: Gigi Woodruff  
Info Line, inc.  
474 Grant Street  
Akron, OH 44311



#698

# EACH

RECEIVED - BOOKETING DIV  
00 APR 13 AM 10:52



EAST AKRON COMMUNITY HOUSE 550 S. ARLINGTON ST. AKRON, OHIO 44306 (330) 773-6838  
Member Agency...United Way, United Neighborhood Centers of America

PUCO

April 4, 2000

Alan R. Schriber, Chair  
Public Utilities Commission of Ohio  
180 East Broad Street  
Columbus, Ohio 43215-3793

REC'D

APR 07 2000

OFFICE OF CHAIRMAN  
PUCO

RECEIVED

APR 14 2000

Re: Case No. 93-1799-TP-COI

STORAGE QUALITY ANALYSIS DECISION

Dear Dr. Schriber,

We are writing in support of the PUCO's March 23, 2000 decision regarding the petition filed by the 211 Ohio Collaborative asking the PUCO to designate "211" as the three-digit access number for non-emergency community services referrals throughout Ohio.

Ohio Information & Referral organizations already respond to over a half a million calls per year from Ohioans in crisis or struggling with ongoing problems and needing referrals to resources in their community. In addition to numerous listings in area telephone books, many organizations offer and promote a variety of 800 numbers making the search for help even more overwhelming. Because navigating the maze of community services can be a daunting task, a simple, reliable, universally access number will make all the difference for a person in need. The ability of Ohioans to dial 211 for community service referrals will end the frustration and confusion and ensure that they get the help they need as soon as possible.

We welcome the PUCO's granting of the two-year pilot use of 211 for community access and see it as an important opportunity to make it easier for our most vulnerable citizens to find the assistance they require.

Sincerely,

Cazzell M. Smith Sr.  
Executive Director

#### EAST AKRON BLOCK CLUBS

McKinley Avenue  
Seventh Avenue  
Duane Avenue  
Triangular Streets  
Bittaker Street

Homestead Street  
Lucy Street  
Fuller Street  
Hart Street  
Fifth Avenue

Forbes Avenue

Delos Street  
Talbot Avenue  
Roscoe Avenue  
Whitney Avenue  
Santee Avenue

Robert Street  
Weeks Street  
Alexander Street  
Chittenden Street  
Community Friendship Club

# Buckeye Valley Local Schools

679 Coover Road • Delaware, Ohio 43015 • (740) 369-8735 • Fax (740) 365-2654

RECEIVED - BOOKETING DIV

APR 18 2000

PUCO

April 6, 2000

# 697

REC'D

APR 17 2000

OFFICE OF CHAIRMAN  
P.U.C.O.

Dr. Alan R. Schriber, Chair  
Public Utilities Commission of Ohio  
180 E. Broad Street  
Columbus, OH 43215-3793

RECEIVED

APR 14 2000

CHARGE CREDIT ADVISORY

RE: Case No. 93-1799-TP-COI

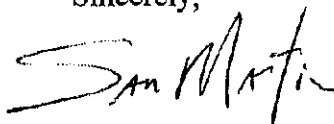
Dear Dr. Schriber:

We are writing in support of the petition filed by the 211 Ohio Collaborative, asking the PUCO to designate "211" as the three-digit access number for non-emergency community services referrals throughout Ohio. Designating 211 as a universal access number for community service referrals would end the frustration and confusion and ensure that Ohioans get the help they need as soon as possible. We should join with the other states that have successfully implemented 211 as the access number for community services.

We support the PUCO granting this petition and see it as an effort in making it easier for citizens in the community to get help with various services.

Thanks for your consideration.

Sincerely,



Sam Martin  
Superintendent

SM:sh

Sam Martin  
Superintendent

Carol Lathrop  
Asst. Superintendent

Elizabeth R. Brown  
Treasurer

RECEIVED

APR 14 2000

COMMUNITY ANALYSIS SECTION

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00 APR 18 AM 10:52

PUCO



United  
Disability  
Services

Life span Resources for Families and Individuals  
Since 1949

April 3, 2000

Alan R. Schriber, Chair  
Public Utilities Commission of Ohio  
180 East Broad Street  
Columbus, Ohio 43215-3793

REC'D

APR 7 2000

OFFICE OF GENERAL  
COUNSEL

RE: Case No. 93-1799-TP-COI

We are writing in support of the PUCO'S March 23, 2000 decision regarding the petition filed by the 211 Ohio Collaborative asking the PUCO to designate "211" as the three-digit access number for non-emergency community services referrals throughout Ohio.

Ohio Information & Referral organizations already respond to over a half a million calls per year from Ohioans in crisis or struggling with ongoing problems and needing referrals to resources in their community. In addition to numerous listings in area telephone books, many organizations offer and promote a variety of 800 numbers, making the search for help even more overwhelming. Because navigating the maze of community services can be a daunting task, a simple, reliable, universally recognizable access number will make all the difference for a person in need. The ability of Ohioans to dial 211 for community service referrals will end the frustration and confusion and ensure that they get the help they need as soon as possible.

We welcome the PUCO's granting of the two-year pilot use of 211 for community access and see it as an important opportunity to make it easier for our most vulnerable citizens to find the assistance they require.

Thank you for the opportunity to share our thoughts on this important issue and thank you for your consideration.

Sincerely,

Gary Knuth  
Executive Director

701 South Main Street  
Akron, Ohio 44311-1019  
(330) 762-9755  
(330) 379-3349 (TDD)  
(330) 762-0912 (Fax)

GK/mjf

Accredited by the Commission  
on Accreditation of  
Rehabilitation Facilities

Tax exempt #34-1374195



# 00-0000632



RECEIVED-DOCKETING DIV

00 APR 18 AM 10:52

**Women & Family PUCO**  
SERVICES

March 24, 2000

**REC'D**

**MAR 27 2000**

OFFICE OF CHAIRMAN  
P.U.C.O.

Mr. Allen R. Scriber, Chair  
PUCO  
180 E. Broad St.  
Columbus, OH 43215-3793

Dear Mr. Scriber:

I am the Executive Director of Women & Family Services, Inc. in existence for over 30 years and we have been utilizing First Call For Help for Information and Referral services since they started over 15 years ago.

It came to my attention that the PUCO has granted conditional approval for 211 in Ohio except for the Cincinnati area. This was exciting news for us. Women & Family Services operates throughout seven counties in Northwest Ohio providing a Rape Crisis Center, Family Planning, HIV testing, and Counseling primarily for victims and their loved ones dealing with sexual assault and/or domestic violence. We recognize first hand the usefulness of having an organization like First Call For Help. With 211 available throughout Ohio for other organizations providing services like ours, a great need would be filled.

It is my hope that the 211 statewide information/referral number will receive permanent approval. I would be willing to discuss this with you and can be reached at (419) 782-4906 or email: [wfs@defnet.com](mailto:wfs@defnet.com)

Sincerely,

Connie M. Allgire  
Executive Director

Cc: Kendall Alexander, Exec. Dir., First Call For Help

*Serving Northwest Ohio For Over Twenty Years*

Women & Family Services, Inc.    □    508 Wayne Avenue    □    Defiance, Ohio 43512    □    (419) 782-4906