

File  
# 681  
FAMILY RESOURCE CENTER  
644 CLINTON ST.  
DEFIANCE, OHIO 43512

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April 4, 2000

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

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

Dear Dr. Schriber,

My name is Sandra Herman and I am the Defiance County Family & Children First Council Coordinator. I am writing this letter to support the petition filed by the 211 Ohio Collaborative. More specifically, we are asking that PUCO designate "211" as the three-digit access number for non-emergency community services referrals throughout Ohio.

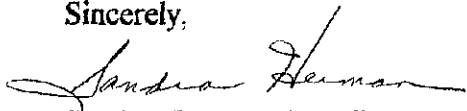
As the Family & Children First Coordinator, I work with many families who face many challenging issues. It is one of my responsibilities to network with other agencies and to provide coordinated services. In order to do this effectively, I need to rely on many community resources. I make referrals on behalf of families or encourage them to call various sources. An universal access number, 211, would streamline efforts and make them much more efficient.

It has been my pleasure to work very closely with the director of our local Information and Referral Agency, First Call for Help. This agency has worked very hard to provide top quality I & R services and market those services in our community. They have promoted a collaborative effort that has had a viable impact on community members. In working with them, I have been kept apprised not only of their efforts to improve their services but also the efforts of the 211 Ohio Collaborative.

On behalf of the Family & Children First Council and the families we serve, I would strongly encourage and recommend that PUCO seriously review this petition.

Thank you for your consideration to this support letter requesting 211 to be designated as a statewide community services referral number.

Sincerely,

  
Sandra Herman, Coordinator  
Family & Children First Council

cc Kendall Alexander, Director  
First Call for Help, Inc.