

**Child
Care
Connection**

A Program of Info Line, Inc.

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March 28, 2000

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

REC'D

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OFFICE OF CHAIRMAN
P.U.C.O.

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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.

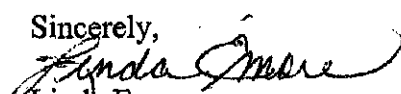
Members of the Ohio Child Care Resource and Referral Association (OCCRRA) responded to over forty-two thousand family information and referral calls in 1999. Ohioans, who initiated these calls, were struggling with ongoing problems and needed referrals to resources in their community.

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.

Sincerely,


Linda Emore
Program Manager