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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.)

Case No. 93-1799-TP-COI

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. . . .

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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.¹

As of June 30, 2009, a total 28 applications for use of the 2-1-1 dialing code for community information and referral services within specific geographical boundaries have been received by OCIRP/211 Ohio. Twenty seven (27) have been approved and one (1) has been placed on hold pending documentation of full compliance with the PUCO approved criteria for use of the 2-1-1 dialing code. Of the 27 approved providers, five (5) have subsequently merged or contracted services with previously OCIRP/Ohio 211 approved programs and one recently approved provider will not initiate service until July 2009. In addition, one approved provider has delayed implementation of services pending funding for ongoing operations.

A total of 20 approved community information and referral providers serving 44 Ohio counties were fully operational as of June 30, 2009. Some 9 million Ohio residents (approximately 79% 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 receiving at least two (2) additional applications before the end of this calendar year. Pending approval of these applications, OCIRP/211 Ohio estimates that a total of seven (7) additional counties will have access to 2-1-1 dialing for community information and referral services by December 31, 2009.

¹ This table updates the information provided on the corresponding table submitted with the OCIRP/211 Ohio Six-Month Report submitted November 26, 2007. OCIRP/211 Ohio recognizes its obligation to file its reports at six-month intervals, and apologizes for the delay in filing this report.

This will bring the total number of Ohio counties served by 2-1-1 dialing to 51 with a combined population of more than 9.7 million residents (approximately 85% of the state's population) to 2-1-1 dialing for community information and referral services by December 31, 2009. There are currently six (6) other Ohio counties in various stages of planning for 2-1-1 service access. OCIRP/211 Ohio, along with its key partner Ohio United Way, are working with these counties to support their planning efforts.

OCIRP/211 Ohio has been actively partnering with Ohio United Way over the past two years to expand the availability of 2-1-1 access to community information and referral throughout the remaining counties in Ohio. In 2008, OCIRP/211 Ohio joined with Ohio United Way to secure funding through the Governor's Office of Faith-based and Community Organizations to develop some of the much needed infrastructure for a strong statewide system and to implement additional 2-1-1 programs in the state. As the fiscal agent for these state funds, Ohio United Way received approximately \$500,000 from the Ohio Department of Jobs and Family Services to work with OCIRP/211 Ohio to accomplish these activities. As part of this state funding, OCIRP/211 Ohio (1) actively participated in the development of a new statewide 211 Business Plan, (2) created a standardized resource indexing classification system and database input style guide to insure uniform statewide data collection and reporting for 2-1-1 based services, and (3) developed the request for proposal process and format that was used in the evaluation and selection of a common database application for use by approved community information and referral using 2-1-1. OCIRP/211 Ohio used this process and format for evaluating vendors' proposals and making a recommendation for the 2-1-1 statewide database application/vendor. OCIRP/211 Ohio

has committed to maintain and adapt, as necessary, both the standardized resource classification system and the database entry style guide on an ongoing bases.

OCIRP/211 Ohio also worked with Ohio United Way to support a successful federal funding request through our elected representatives for fiscal year 2009. Ohio United Way is serving as the fiscal agent for these funds which will support infrastructure development and continued expansion of 2-1-1 dialing access in Ohio. OCIRP/211 Ohio was also successful in working with Ohio United Way and the PUCO to have the remaining unused Community Fund allocations for AT&T switch translations transferred directly to Ohio United Way in order to encumber these funds for future AT&T switch translations for newly approved 2-1-1 providers.

Since OCIRP/211 Ohio began its partnership with the Ohio United Way to promote and expand 2-1-1 access in Ohio, two (2) additional approved providers serving five (5) additional counties with a total population of more than 320,000 (approximately 3% of the state's population) have been added to the statewide 211 coverage area.

OCIRP/211 Ohio continues to work with the existing approved 2-1-1 providers to address system-wide issues and opportunities including working with traditional land-based telephone service providers (i.e., ILECs, CLECs) as well as cell phone and VoIP service providers to secure and maintain public access to the 2-1-1 dialing code for community information and referral. OCIRP/211 Ohio negotiated an agreement with cell phone service providers throughout Ohio to route all 2-1-1 calls into a common call rerouting table so that these calls can be redirected to the most appropriate 2-1-1 program associated with callers' phones. OCIRP/211 Ohio established a single toll-free

number in Ohio to carry all cell phone calls to the rerouting table and negotiated a minimum per minute fee for this service. It paid for the initial development and implementation costs associated with this cell phone call rerouting system using its 211 Ohio membership dues, and arranged for direct monthly billing to each the operational 2-1-1 providers for per minute usage costs. OCIRP/211 Ohio also continues to facilitate/coordinate changes to the routing table as well as problem resolution associated with misrouting and billing.

OCIRP/211 Ohio also worked with VoIP providers in Ohio to secure agreements to route 2-1-1 calls from their customers to the appropriate 2-1-1 provider using a translation table it developed and continues to maintain.

OCIRP/211 Ohio, through its partnership with the national 211 coalition, 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.

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),

Doylestown Telephone Company (Case No. 04-1379-TP-ATA), and CenturyTel of Ohio, Inc. (Case No. 06-948-TP-ATA). OCIRP/211 Ohio members have not experienced any significant problems securing 2-1-1 translations for areas served by these ILECs.

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 "Bridget Wolf", is written over a horizontal line.

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

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 August 2009.



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211 Ohio Call Centers

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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 Owell	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

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
Community Counseling & Crisis Center 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
Infoline Volunteer Center, Geauga United Way 209 Center Street Chardon, OH 44024 Contracts operations with UW Cleveland	5/24/2003	6/30/2003	Geauga	SBC/Ameritech 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/Ameritech 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/Ameritech 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 07/12/2006	1/13/2005	Lucas Ottawa Erie	SBC/Ameritech Verizon Sprint Alltel Columbus Grove Onwell 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
Behavioral Connections of Wood County 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
Contact: A program of Community Solutions Association 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
United Way of Greater Lorain County 1875 N. Ridge Road East, Suite H Lorain, OH 44055 Contracts operations with Info Line, Inc.	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 Knox	Alltel Sprint/Embarq 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	Pending resolution of 24 hour coverage	Holmes Wayne	Verizon North Sprint Verizon North Sprint SBC/Ameritech Doylestown		
Warren County United Way 645 Oak Street Lebanon, OH 45036	06/26/2005	Pending resolution of ongoing funding	Warren	Sprint		
Clinton County United Way 31 W. Main Street Wilmington, OH 45177 Contracts operations with Warren County United Way	11/2008	11/09/2008	Clinton	Verizon North	12/2008	01/14/2009

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 Hancock County 245 Stanford Parkway Findlay, OH 45840 Contracts operations with United Way of Greater Toledo 2-1-1	10/2008	11/09/2008	Hancock	Arcadia AT&T Benton Ridge Orwell United dba Sprint Verizon North Vanlue	11/2008	12/15/2008
United Way of Fairfield County 108 W. Main Street Lancaster, OH 43130	05/08/2009	06/11/2009	Fairfield	AT&T Verizon North Embarq dba Sprint		
United Way of Muskingum, Morgan & Perry Counties 526 Putnam Avenue Zanesville, OH 43701	04/14/2009	06/11/2009	Muskingum Morgan Perry	AT&T Verizon North	06/26/2009	06/30/2009