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02 - 3069 -TV-ALT

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Consciously Aware
Services that
Empower, Inc.

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PUCO

FAX

To: Ms R Jenkins From: Leatha Slatter
Fax: 614-466-0313 Pages: 3
Phone: _____ Date: 2/7/07
Re: Lifeline CC: _____

☒ Urgent ☒ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

Ms Jenkins

I am sending you this letter in
hopes of bending your ear towards increasing
the services offered by Lifeline.

(Any questions, concerns feel free
to contact our office or my cell (216)
256-5487.

Leatha Slatter
Co-founder & CEO

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Consciously Aware Services that Empower, Inc dba C.A.S.E. Representative Payee Services
10640 St. Clair Avenue Cleveland, Ohio 44108 phone (216) 451-4556 Fax (216) 451-4558
P.O. Box 603090 Cleveland, Ohio 44103 EIN: 11-3718363

February 7th, 2007

To: Ms Renee Jenkins
PUCO
Docketing Division
180 East Broad Street
Columbus, Ohio 43215

Re: Case# 02-3069-TP-ALT

Thank you for taking this time to review our request to include features as a part of the LifeLine Ohio discount program. As consumer advocates our core business duties and responsibilities as representative payee is to assist our consumers with maintaining stability in the community while living on a fixed income. This includes establishing an individual spending plan (based on income and expenses), making payment arrangements as well as working with other social service agencies to ensure that the consumer is receiving needed services.

It has been our experience that the following telephone features are needed to assist consumers with maintaining stability in the community.

Three-way calling: Is needed when assisting a consumer with a conference call. Due to the Privacy Act third party information can not be released without verifiable permission from the consumer. Three-way calls allows our staff and other social service providers to be able to speak with all the parties involved resolving the issues at hand in a more timely manner.

Caller ID: This feature is needed to reduce feelings of paranoia, which is common for those with Schizophrenia. Also for our seniors who are often harassed by telemarketers. Audio-Caller ID gives the consumer the opportunity to hear who's calling.

Call forwarding: This feature is needed especially for seniors. This allows the individual to continue to receive their calls while away from home. It can also be used as a security device in a way because the caller is assuming that the recipient of that call is home. This feature also allows the callers friends to be able to reach them when on vacation or visiting with family without having to remember another number.

MISSION STATEMENT

Consciously Aware Services that Empower, Inc dba C.A.S.E. Representative Payee Services' mission is to serve as Representative Payee for beneficiaries who are unable to manage or properly direct the management of their funds. To help ensure that our clients take Control of their finances, learn how to be Accountable for their actions, maintain a lifestyle of Stability that Empowers them to become independent and self-sufficient.





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Voicemail: Many of our consumers are in need of voicemail to ensure that they receive messages. Many of our consumers can not operate an answering machine but are familiar with voice commands; unfortunately that person can not afford to add the voicemail feature. For many social service providers leaving voicemails are the only way to inform their consumers about up coming appointments and events.

We appreciate your time and consideration concerning this matter in hopes that you can assist our consumers and others with getting **C.A.S.E.'D. Control Accountable Stable and Empowered.**

Respectfully,

Leatha Slatten, Executive Director

Angela Hobbs, Program Director

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