
“2-1-1 State by State:” A Periodic Report on the National Implementation of Three Digit-Accessed Telephone Information and Referral Services

April, 2003

Report prepared by the **Telecommunications and Information Policy Institute**
University of Texas at Austin, 78712
(512) 471-5826
www.utexas.edu/research/tipi

Carolyn Cunningham, Research Associate
Erich Pelletier, Research Associate
Dr. Sharon Strover, Principal Investigator



Contents

Introduction	1
Executive Summary	1
Changes and Additions to This Report	3
2-1-1 History and Background.....	4
Stages of 2-1-1 Development	5
Development Stage One – The Initial Stage.....	6
Development Stage Two – The Collaboration Stage.....	6
Development Stage Three – The Negotiation Stage.....	6
Development Stage Four – The Operational Stage	6
System Design Models	9
Model One – Centralized Cost and Community Voice	10
Model Two – Decentralized Utilization of Community Resources.....	10
Model Three – Mixed “Transparency” in Technology.....	11
Additional Design Variation – Regional Technical Centers.....	12
Issues in 2-1-1 Implementation and Possible Solutions	15
I&R Opposition	15
Multiple I&R Providers.....	15
Telephone Company Cooperation	16
Telecommunication Costs	18
Tariffs	19
Wireless Access to 2-1-1	23
State Commission Support	24
State Legislation	25
Federal Legislation	26
Conclusions	26
Appendix A: 2-1-1 Implementation – State By State.....	28
Appendix B: Sources and Further Information.....	157
Appendix C: Excerpts of FCC Rule 00-256A1 - Assigning 2-1-1 Dialing Codes For Use by Community Information and Referral Services ...	165
Petition for Assignment of an N11 Code for Access to Information and Referral Services.....	165
Background	165
Discussion	167
Appendix D: National Standards for 2-1-1 Centers	170

Tables:

Table 1. State by State Development Stage of 2-1-1 Implementation.....	7
Table 2. Operational Call Centers (April 2003)	14
Table 3. LEC Costs for 2-1-1 Service Establishment and Maintenance.....	20

Figures:

Figure 1. 2-1-1 System Design Models	13
--	----

“2-1-1 State by State:” A Periodic Report on the National Implementation of Three Digit-Accessed Telephone Information and Referral Services

Introduction

This report was originally created in the spring of 2001 in order to assess the state of 2-1-1 services nationwide. The newly approved telephone number to route callers to health and human services referrals promises to be a highly useful mechanism for more efficiently serving people in need. The report underwent revision and update in late summer of 2001, and again in the winter of 2002, and now spring, 2003 in an effort to make it as comprehensive and accurate as possible. Many locations not available for inclusion in the original report were added and existing data were revised, when appropriate, to reflect new developments in implementation efforts. We anticipate periodic revisions and adjustments to this report as 2-1-1 implementation develops in the coming years.

The information here was collected primarily through telephone interviews, email contacts and by searching web sites. Research that is heavily reliant on these types of sources is subject to some degree of potential error. Every effort has been made to confirm the accuracy of all data, with particular regard to cost figures and the like. As well, we caution readers that, given the pace of change in these implementation efforts, some conditions may have changed since data were gathered. This document represents an initial, easily referenced view of the evolving service communities' implementation efforts and is designed to highlight strategies, difficulties, and successes. It is a working document. If you have additional information to provide, please contact Carolyn Cunningham, TIPI, University of Texas at carolync@mail.utexas.edu, or the project sponsor, Judy Windler, at Texas Health and Human Services Commission: judy.windler@hhsc.state.tx.us.

Executive Summary

This document assesses efforts across the United States to implement health and human services Information and Referral (I&R) telephone call centers accessed by “2-1-1” dialing codes. We have investigated the most pertinent aspects of 2-1-1 implementation including organizational issues, system design models, management approaches, relationships between service providers, state bodies, and telephone providers, technological issues, and common obstacles faced by implementation groups. The bulk of this research is based on interviews with representatives from planned and currently operating 2-1-1 I&R services and was supplemented by interviews with telephone companies as well as documentary research from the Internet.

As implementing 211 is an ongoing process, it is subject to a constantly changing set of data. Data reflected in this report should not be taken as the final characterization of the nature or state of 2-1-1 efforts. Many of the endeavors described here have progressed considerably since data were first collected. Rather, these data are a reflection of the best available information regarding the “state of affairs” of 2-1-1 implementation in each location. Nor is the list of implementation efforts in this report necessarily comprehensive. We suspect other implementation efforts do exist in locations not covered in this report, but information was not available at the time this report was researched and compiled.

The highlights of this report are as follows:

- **Many 2-1-1 implementation efforts have faced similar obstacles. Common obstacles include opposition and “competition” among I&R providers, telecommunications costs, cooperation issues on the part of telephone service providers (Local Exchange Carriers), and support issues from state utilities bodies.**

Though obstacles from location to location are similar, the strategies employed for overcoming them have proven distinctive.

- **The support of state utility commissions can be very helpful in smoothing negotiations with telephone service providers and with facilitating arrangements among I&R providers.**

While it is no longer necessary to petition state utility regulators for reservation of 2-1-1 dialing codes for I&R purposes, these bodies can still play a crucial role in 2-1-1 implementation. Often, utilities commissions choose to mediate pricing negotiations between Local Exchange Carriers (LECs) and 2-1-1 providers. Active involvement by commissions can prompt LEC cooperation and provide an “objective” third party to guide the development of relationships.

- **It is difficult to obtain valid cost estimates from telecommunications providers.**

Most LECs are not closely familiar with I&R, its benefits, or its technical requirements. This unfamiliarity can lead LECs to overestimate the technical needs of a 2-1-1 provider in terms of call identification, etc., and therefore provide inflated pricing schemes. Therefore, 2-1-1 providers must work to educate LECs about I&R. In turn, 2-1-1 providers must attempt to educate themselves to the greatest extent possible about telecommunications systems in the interest of providing LECs with detailed technical requirements and implementation plans. As LECs are often large corporations with offices distributed across large regions, it can be difficult to determine a “company wide” policy with regard to 2-1-1 implementation. The offices and/or departments within a phone company that are the most experienced in working with state utilities regulatory

bodies will generally be the most capable in helping to establish a broad corporate position and approach to 2-1-1.

- **It is important for regional I&R providers to adopt a shared vision of the system they hope to offer. An accepted mechanism for solving problems or adjudicating competing claims is helpful.**

Generally, a single I&R organization will emerge as the “developmental leader” for 2-1-1 implementation. This organization may partner with other bodies in the interest of developing an inclusive group with sufficient political capital to claim authority in 2-1-1 development. Often, it will fall to this group to approve applications from potential 2-1-1 providers, and a standardized method of judgment is helpful in these negotiations.

- **A clear business plan is a necessary prerequisite to operational status.**

Seemingly an obvious factor, a clear and detailed business and development plan is potentially the most crucial aspect of a successful 2-1-1 bid. Commonly, such a plan is a basic requirement for entering negotiations with LECs, potential funding partners, and utilities commissions.

- **The majority of 2-1-1 implementation efforts follow a fairly predictable series of steps from initial interest among social service providers to fully operational services.**

Deployment and implementation strategies do vary from location to location as the local I&R service topography, telecommunications vendors, and state PUC environment differ. Nevertheless, patterns emerge from location to location as full implementation is realized.

- **Three design models characterize the majority of planned and operational 2-1-1 systems.**

Again, while there is some variation in the strategies for deploying 2-1-1 resources from location to location, knowledge of broad models for system design can aid those interested in 2-1-1 implementation in making decisions about appropriate strategies. The three basic design models are: Centralized Administration/Single Call Center (called Model One in this report – generally utilized in smaller geographical areas), Decentralized Administration/ Multiple Call Centers (called Model Two here – usually seen in larger states with larger populations), and Centralized Administration/Multiple Call Centers (Model Three).

Changes and Additions to This Report

This updated report includes substantial additions to **Appendix A**, the heart of the report’s data content. This section includes detailed entries on a state-by-state basis describing the implementation efforts for each location. **Appendix A** has been

substantially revised in terms of the currency of the information it contains, and approaches a national, comprehensive assessment. Despite these revisions, some undetected 2-1-1 implementation efforts may exist. New entries for the Spring 2003 report include Nevada, Wyoming, and Washington D.C.

Periodic updates to this report will reflect changing conditions in 2-1-1 activities. It will become still more comprehensive and accurate in its characterizations. As well, the report will be useful to the Federal Communications Commission (FCC) when the Commission reviews the implementation efforts behind the 2-1-1 assignment in 2005. Credit is due to those I&R, 2-1-1, and LEC representatives who contributed their time and expertise in providing the data used in this report [see **Appendix B** for a listing of sources].

2-1-1 History and Background

U.S. residents in need of social service assistance ranging from domestic violence hotlines to elderly or homeless housing assistance to simple assistance in paying utility bills are often obliged to negotiate a labyrinthine system of referrals and misdirected inquiries before locating help. At times, assistance is never reached, even if it is available in the area. The common difficulties encountered by those in need in securing social service assistance and those desiring to provide it led to a nationwide effort to create a system of simple, easily-recalled telephone access to health and human services. The utility of nationally ubiquitous three-digit dialing combinations - “abbreviated N11 services” - for emergency services (911) and directory assistance (411), as well as the growing use of non-emergency police services (311), led Information and Referral (I&R) representatives and organizing bodies to conclude that the public interest would best be served if the “2-1-1” dialing code was reserved for access to social service I&R services.

Some exemplary use of 2-1-1 was demonstrated by the June, 1997 installation of a 2-1-1-based I&R service operated by the United Way of Metropolitan Atlanta. This system made use of an existing I&R service, its call center and expertise. The creation of United Way 211 in Atlanta was followed in 1999 by a similar, though statewide, system operated by the United Way of Connecticut and has been joined by a growing national movement of I&R services and coalitions interested in building similar systems.

In May, 1998, the National 2-1-1 Collaborative, including the Alliance of Information and Referral Systems (AIRS), United Way of America, United Way 2-1-1 (Atlanta), United Way of Connecticut, the Florida Alliance of Information and Referral Services, Inc. (FLAIRS), and the Texas Information and Referral Network filed a petition with the Federal Communications Commission (FCC) requesting national assignment of 2-1-1 dialing codes for social service Information and Referral. Recognizing that N11 dialing codes are a scarce resource, the 2-1-1 Collaborative argued that a compelling public need exists for this use of 211 that is not satisfactorily met by existing 911, 411, or 311 services. The FCC ruled July 21, 2000 in favor of 2-1-1 proponents, declaring that this use of 211 best satisfies the public interest.

Since the FCC ruling, efforts toward implementing 2-1-1 services have continued in some states and begun in many others, with widely varying results. Some 2-1-1-accessed I&R systems have become operational within a few months of initial efforts, while others have met considerable obstacles on many fronts, including challenges from within the I&R community, lack of support from state regulatory bodies,

prohibitively high rates from Local Exchange Carriers (LECs) – local telephone companies – for delivery of 2-1-1 service, and opposition from other potential N11 service providers. To date, every operational 2-1-1 I&R service consists of a single, centralized call center servicing a locality (defined here as a metropolitan area or limited county grouping) or a very small state [see “2-1-1 System Design Models”]. Some locations, such as Georgia, have *approached* statewide coverage with several call centers, but no multiple-call center system is yet fully “integrated” with regard to database sharing and administration. Many non-statewide 2-1-1 systems are designed with the express intention of “scaling up” to include greater geographic scope, often with the assumed goal of joining with other 2-1-1 providers to facilitate integrated statewide coverage. Currently, Connecticut, Hawaii, and Minnesota provide statewide access to 2-1-1 services. In many states, implementation plans include statewide coverage as an eventual goal.

Stages of 2-1-1 Development

Implementing 2-1-1 services varies a great deal from location to location in terms of specific obstacles faced by 2-1-1 providers, strategies adopted for ensuring success in implementation, and the organizational features of the group backing 2-1-1. It is nevertheless possible to see certain common features across efforts as 2-1-1 groups progress from no substantial organization to fully operational 2-1-1 systems. These commonalities can be grouped into four main development stages, as detailed below. **Table 1** details the current (April, 2003) development stage for each 2-1-1 effort. Understanding the common approaches and problems among 2-1-1 service groups is useful for groups just beginning to think about implementing 2-1-1 since they can help to shape implementation strategies. We identify features of development in terms of negotiations with local telephone companies, the internal organizational structure of the groups or collaboratives backing a 2-1-1 plan, communications with and endorsement of plans by state utility commissions, aspects of a business plan for services as well as aspects of an operational plan for providing service.

It should be clear that these characterizations are intended to reflect general trends in the implementation process. Considerable variations can exist in an individual location in the order of “steps” followed. Particularly in locations containing smaller populations (and consequently, smaller I&R infrastructure) certain elements of collaboration might be omitted entirely. In these cases, an I&R service provider may still find success in 2-1-1 implementation even if implementation is approached on a “stand-alone” basis, with single I&R call centers carrying out implementation negotiations and efforts on their own, with the presumed initial goal of providing 2-1-1 service solely for the local area, without the support of other I&R agencies, local or state bodies, etc. Efforts that follow this pattern may find it easier to develop 2-1-1 capabilities more quickly than efforts more dependent on collaborative agreement but may also encounter obstacles that may be more easily resolved with the support developed through collaboration. In the initial stages of 2-1-1 planning, therefore, it is crucial to fully assess the needs and resources available in an area, and to determine from these assessments how the steps outlined below may be applied best to the needs of the individual site.

The stages outlined below reflect, to some degree, the “ideal” approach to 2-1-1 implementation for an area of average population and average I&R resources. Many efforts have found success in implementation by creating and following their own version of these stages. Conversely, some implementation efforts have stalled even when the most careful planning is followed. The resources and political characteristics of each location are unique and must be taken into careful consideration throughout each planned implementation phase.

Development Stage One – The Initial Stage

In the initial stage, one or more organizations have expressed interest in developing 2-1-1 capabilities in their state. Some motions toward collaboration among I&Rs and/or service agencies have been made to this end. Meetings have been held among potential service providers, non-I&R 2-1-1 supporters, community governmental bodies, and non-2-1-1 I&R agencies to help answer questions and challenges and to provide closer collaborative support. Telecommunications industry associations, state utilities bodies, state human services bodies, United Ways, specialized and comprehensive I&Rs, and community bodies such as libraries and city councils are often included in initial collaborative formation. Initial contacts have been made with local exchange companies (LECs) and with state utilities commissions.

Development Stage Two – The Collaboration Stage

As groups gather more information and assess feasibilities, the core collaborative group has an identity and makes a concerted effort to develop operational design models and to determine what mixture of technical – database and telecommunications – resources will best meet community needs. Relationships with state utilities commissions are developed, often with the result of explicit PUC support or “official 2-1-1 designation.” At times, the “lead developer” – the group set to direct 2-1-1 development – is incorporated as an independent body. As well, state legislation is sometimes pursued to further legitimize implementation efforts and to officially establish state support. Relationships with LECs are developed, and the group has established contacts and avenues by which to communicate technical requirements to the community of telecommunications providers. At this stage, groups consider database and technology issues in terms of organizing call center capabilities, and in terms of identifying potential pilot sites for the service.

Development Stage Three – The Negotiation Stage

After these intensive planning processes, a viable business plan will be adopted, and any internal challenges between I&Rs largely have been resolved. Specific technical requirements are indicated to LECs who have made subsequent efforts to provide cost estimates. Pilot sites are fully determined and contractual agreements between service providers for service coverage may be in place. Support from state utilities commissions is explicit, and often they take direct action to aid, if necessary, in telecommunications negotiations.

Development Stage Four – The Operational Stage

In the final stage, 2-1-1 services are operational. While 2-1-1 services may not yet be provided on a statewide basis, plans are underway to provide or approach statewide coverage.

Table 1. State by State Development Stage of 2-1-1 Implementation

State	Development Stage	System Design	Call Centers*	Population**
Alabama	Operational	Decentralized	6	4,447,100
Alaska	Initial	Unknown	-	626,932
Arizona	Collaboration	Decentralized	2	5,130,632
Arkansas	(no activity)	-	-	2,673,400
California	Negotiation	Decentralized	Unknown	33,871,648
Colorado	Negotiation	Decentralized	5-7	4,301,261
Connecticut	Operational	Centralized	1	3,405,565
Delaware	Collaboration	Centralized	1	783,600
Florida	Operational ²	Decentralized	8	15,982,378
Georgia	Operational	Decentralized	7	8,186,453
Hawaii	Operational	Centralized	1	1,211,537
Idaho	Operational	Centralized	1	1,293,953
Illinois	Initial	Unknown		12,419,293
Indiana	Negotiation	Decentralized	12-15	6,080,485
Iowa	Negotiation	Decentralized	8	2,926,324
Kansas	Collaboration	Unknown	Unknown	2,688,418
Kentucky	Operational	Decentralized	10-12	4,041,769
Louisiana	Operational	Decentralized	3+	4,468,976
Maine	Collaboration	Decentralized	3-5	1,274,923
Maryland	Collaboration	Decentralized	3-6	5,296,486
Massachusetts	Negotiation	Decentralized	8-9	6,349,097
Michigan	Operational	Decentralized	10-15	9,938,444
Minnesota	Operational	Combination Decentralized and Centralized	9 “hubs” + 1 central call center	4,919,479
Mississippi	Initial	Unknown	Unknown	2,844,858
Nebraska	Operational	Decentralized	2-3	1,711,263
Nevada	Collaboration	Centralized	Unknown	1,998,257
New Hampshire	Negotiation	Centralized	1	1,235,786
New Jersey	Operational	Decentralized	Unknown	8,414,350
New Mexico	Operational	Decentralized	4-5	1,819,046
New York	Negotiation	Decentralized	10	18,976,457
North Carolina	Operational	Decentralized	4+	8,049,313
North Dakota	(no activity)	-	-	642,200

Ohio	Operational	Decentralized	6-8	11,353,140
Oklahoma	Negotiation	Centralized	1	3,450,654
Oregon	Negotiation	Decentralized	Unknown	3,421,399
Pennsylvania	Collaboration	Decentralized		12,281,054
Rhode Island	Negotiation	Centralized	1	1,048,319
South Carolina	Operational	Decentralized	Unknown	4,012,012
South Dakota	Operational	Centralized	1	754,844
Tennessee	Operational ¹⁰	Decentralized	Unknown	5,689,283
Texas	Operational	Decentralized	25	20,851,820
Utah	Operational	Decentralized	6	2,233,169
Vermont	Negotiation	Centralized	1	608,827
Virginia	Collaboration	Decentralized	6	7,078,515
Washington	Collaboration	Decentralized	4+	5,894,121
West Virginia	Collaboration	Decentralized	6-8	1,808,344
Wisconsin	Operational	Decentralized	5-10	5,363,675
Wyoming	Negotiation	Centralized	Unknown	493,782

* - Number of call centers is, in some cases, approximate and based on estimates from 211 representatives.

** - Population data from United States Census Bureau, 2000. <http://www.census.gov>

Definitions:

Development Stage 1 (Initial): One or more organizations have expressed interest in developing 2-1-1 capability in their state. Some motions toward collaboration among I&Rs and/or service agencies have been made to this end.

Development Stage 2 (Collaboration): Collaborative groups have been formed and a concerted effort is underway to develop operational models, relationships with Utilities Commissions, and relationships with LECs. Database issues and technology issues in terms of call center capabilities are under consideration.

Development Stage 3 (Negotiation): A viable “business plan” has been adopted, technical requirements have been indicated to LECs who have made subsequent efforts to provide cost estimates, call center locations and technical specifications have been determined.

Development Stage 4 (Operational): 2-1-1 services are operational.

System Design Models

Existing 2-1-1 systems utilize one of three basic operational designs. **Table 1** characterizes each 2-1-1 effort in terms of its adopted or proposed design type. The design models described here are similar to models described in previous reports, though refinements have been made. Decisions made by present or potential 2-1-1 service providers concerning designs for the interactions among call centers, database(s), and staff are generally contingent upon the scope of the project being implemented in terms of both geography and population. Predictably, large populations require more complex network systems to ensure standardized delivery of 2-1-1 services, while smaller populations' needs can be met with simpler system designs. Slight variations in the operational details of each model are found from system to system, but each system proposed or implemented to date falls into one of the three categories.

The first and simplest model is the **Centralized Administration/Single Call Center Model (Model One)**. This model is typically utilized when 2-1-1 services are made available in a single locality (county grouping or metropolitan area) or in a very small state. The second model is the **Decentralized Administration/Multiple Call Center Model (Model Two)** and the third is the **Centralized Administration/Multiple Call Center Model (Model Three)** or "mixed" model. The latter two models are typically utilized in larger states and, to date, are often implemented via scalable installation of select pilot sites. **Figure 1** provides a basic graphic description of each model. Each model presents its own advantages and difficulties in database management, call translation costs, and staffing requirements.

Key issues in database management include questions of compatibility and scope. If data are to be shared between call centers, taxonomic standards must be adhered to and infrastructure must be provided for data transfer. Call translation* varies greatly from model to model, as 2-1-1 calls may be translated to seven- or ten-digit local numbers ("point-to numbers") for routing to a nearby call center or may be translated to a toll-free number for routing to a more distant call center. Predictably, call centers serving broad areas will likely experience higher call translation costs, as more central offices are involved and as toll-free services may be necessary. Staffing issues vary between design models in fairly predictable ways as larger centers require more staff than smaller centers and in non-apparent ways as smaller call centers may have to devote greater funding to retain accredited staff for adherence to AIRS standards (see **Appendix D** for AIRS 2-1-1 Call Center Standards).

In the remarks below, we do not mean to suggest that certain states exclusively conform in all ways to the models presented. Indeed, definitions for certain elements of service may often depend on the scope of the operation. As an example, if a 2-1-1 provider operates a single call center in a single county of Ohio, operations will likely be best categorized under Model One. However, if one extends the scope of operations to Ohio as a whole, it becomes clear that Ohio should consider the elements noted within

* - When an N11 call is placed by a consumer, the N11 dialing code is received and "read" by the nearest central office (switch). Central offices are computerized routing stations utilized by telephone companies to direct calls to the correct location on the network. At the central office level, the N11 dialing code is "translated" into a seven- or ten-digit "point-to" number, which is then routed through the network in a manner identical to any other call.

Model Two. Unless otherwise noted, all discussions of design models and implementation strategies in this report should be assumed to refer to a statewide scope. The inclusion of a state under a given model should not be taken to imply that a state's 2-1-1 system is operational or that our evaluation is absolute. Rather, in **Table 1**, we have estimated, using available information, the status of a location's current "state of affairs" with regard to 2-1-1 implementation. The designs below may change over time as 2-1-1 operations themselves develop.

Model One – Centralized Cost and Community Voice

The simplest model for 2-1-1 implementation consists of a single call center under the administration of a single I&R body. Typically, this model is used when 2-1-1 services are available only to a locality (small to medium-sized county grouping or in a metropolitan area) or to a small state. Examples of this model exist in Connecticut, Idaho, New Hampshire, Rhode Island, and Vermont.

Databases under this model are typically housed at the call center where they also are maintained and updated. Calls are commonly routed through a 2-1-1-to-toll-free-number translation, though 2-1-1-to-local (seven- or ten-digit) or "local long-distance" number translation is possible as well when the service area is sufficiently limited (as is the case, for example, in Lafayette, Louisiana). Generally, the costs incurred for 2-1-1 translation services are the lowest of the three models.

One consideration for a Centralized Administration/Single Call Center 2-1-1 system (particularly those systems covering the entirety of a small state) is the maintenance of "community presence." Based on the notion that a caller from a given community is best served by a specialist explicitly familiar with that community and its available services, 211 systems falling into Model One often employ "community specialists" who staff the central call center from the area in which they live and, in that sense, "represent" it for I&R purposes. United Way of Connecticut's Infoline makes use of this staffing model.

Model Two – Decentralized Utilization of Community Resources

For larger states and populations, multiple call centers, whether local or regional in scope, are generally necessary. Often, a 2-1-1 collaborative or partnership group will exist in a state with the purpose of guiding and facilitating 2-1-1 implementation, and it may administer a local or regional call center itself, but will not have the capability or interest in directly administering the larger group of 2-1-1 call centers as a whole. In these cases, previously existing and generally comprehensive I&R providers may be enlisted to help the collaborative group, each administering its own call center(s) and database capabilities. This usually requires negotiating independent contracts with LECs as necessary to provide service in the areas, with the collaborative group often providing marketing support and standards oversight services (e.g., with respect to training staff, ensuring that databases are current, and so forth). States utilizing these elements include California, Florida, Georgia, Indiana, North Carolina, New York, Ohio, Tennessee, and Utah.

Databases in this model are generally housed at respective call centers and are administered, maintained, and updated by staff employed by the call centers themselves. Varying degrees of database "shareability" and compatibility are evident across the states. It should be made clear that this categorization does not preclude statewide database construction and sharing, though *most* Model Two states do not yet have

concerted efforts to create such database facilities. Calls are commonly routed through a 2-1-1-to-toll-free-number translation, though 2-1-1-to-local (seven- or ten-digit) or “local long-distance” number translation is possible as well when the service area is more geographically limited.

One consideration for call routing under this model is “rollover capability.” Call volume may not justify providing 24-hour coverage in all of a state’s 2-1-1 call centers. Nevertheless, adherence to AIRS 2-1-1 standards requires 24-hour coverage. Thus, after-hours calls placed in the service areas of smaller call centers can be routed or “rolled-over” to larger, 24-hour call centers. This routing is achieved “transparently,” although it generally incurs further charges from phone companies since central offices must be programmed to translate 2-1-1 to one “point to” number during business hours and another for evening/night/weekend coverage. Community Connection of Athens, Georgia is an example of a 2-1-1 center that “rolls-over” to a 24-hour I&R (in this case, United Way 2-1-1 of Metropolitan Atlanta). In such cases, provisions must be made to provide the 24-hour call center with database information from the smaller center. In the Athens-Atlanta example, Community Connection’s database is accessible via the World Wide Web and therefore is readily available to Atlanta’s 2-1-1 call center.

A large variation is seen among states pursuing these more regional approaches in terms of specific implementation strategies. Salt Lake City’s Information and Referral Center (a lead 2-1-1 developer in Utah), for example, appears to take a somewhat more *laissez faire* approach to implementing 2-1-1 service statewide, as I&R providers in areas outside Salt Lake City determine their own needs, capabilities and strategies for 2-1-1 implementation. Indiana will utilize twelve to fifteen regional call centers while Ohio’s version of the model currently plans to have fourteen agencies serving twenty-eight different counties. In November 2002, Helpline of Delaware and Morrow Counties began providing 2-1-1 services. In February 2003, United Way Helpline in Cincinnati began offering 2-1-1 services to residents in Clermont, Hamilton, and Brown counties.

The majority of states pursuing 2-1-1 implementation fall into the characterizations offered as Model Two. While some of these systems may eventually demonstrate characteristics more reflective of an advanced stage of development, current data suggest that initial rollout plans adopt the operational elements presented above.

Model Three – Mixed “Transparency” in Technology

A centralized administration with multiple call centers achieved by one organizational body represents a different model. States planning to utilize this model include Massachusetts, Oregon, Texas, and Washington.

As call center operations are centrally administered, so too database operation and maintenance under Model Three are centralized. Typically, call centers are linked to each other and to a centralized database via a Wide Area Network (WAN), which in turn may utilize broadband T1 circuits, ISDN circuits, etc., with or without Internet Protocol (IP) communications. Each call center is responsible for maintaining its own “section” of the statewide database, and updates are generally carried out daily when appropriate. It should be made clear that utilization of these elements does not necessarily preclude the construction, maintenance, and housing of individual databases by individual call centers. Rather, it is the use of a centralized database for *essential* operation that distinguishes the design. Calls are commonly routed as in other models. This model generally allows for simpler “rollover” between call centers, particularly with respect to database access. No state yet demonstrates an operational system that is

centralized and integrated in this fashion, although the states mentioned above explicitly plan to move in that direction.

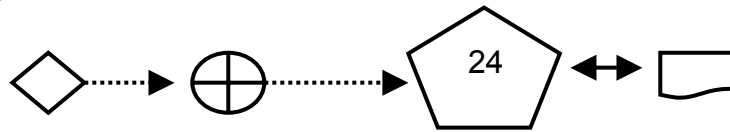
Additional Design Variation – Regional Technical Centers

While most states' 2-1-1 implementation models can be categorized into one of these models, variations in specific model elements still exist. One example of this variation is seen in the California 2-1-1 Steering Committee's investigation of Regional Technical Centers (RTCs). RTCs allow for the provision of enhanced telecommunications services to smaller call centers that may not be able to afford such services on their own. Some of these enhanced services include natural voice recognition (for efficient and appropriate call routing) and TTY services, and the RTCs can be designed with the capability of easily adding in future enhancements. As an example, if an RTC provided coverage for a three-county area in Southern California, a 2-1-1 call placed in Bakersfield (Kern County) would be routed to the nearest RTC. The RTC would determine the caller's location based on area code and prefix and route the call to the appropriate 2-1-1 call center. The most appropriate call center would *likely* be the one in Kern County, but could also be the call center that handles Bakersfield's off-hours calls.

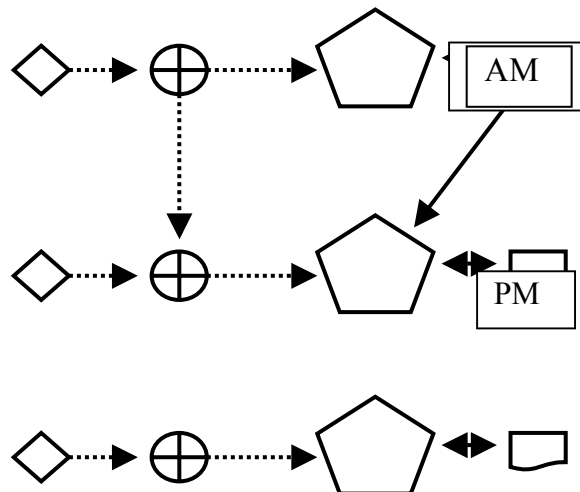
Regional Technical Centers are an expensive undertaking. PacBell has indicated that installation of a single RTC in Southern California providing services similar to those in the example above would cost approximately \$1.4 million. With the cost also comes a greater degree of efficiency and "transparent" service. Inquiries rolled-over to a 24-hour call center are answered with the caller never knowing that the call center is not in the immediate community. Information regarding the basic nature of the call allows for the most appropriate response to the caller's problem. Finally, RTCs allow for such enhanced services to be provided without individual call centers being required to fund expensive technical enhancements in-house.

Figure 1. 2-1-1 System Design Models

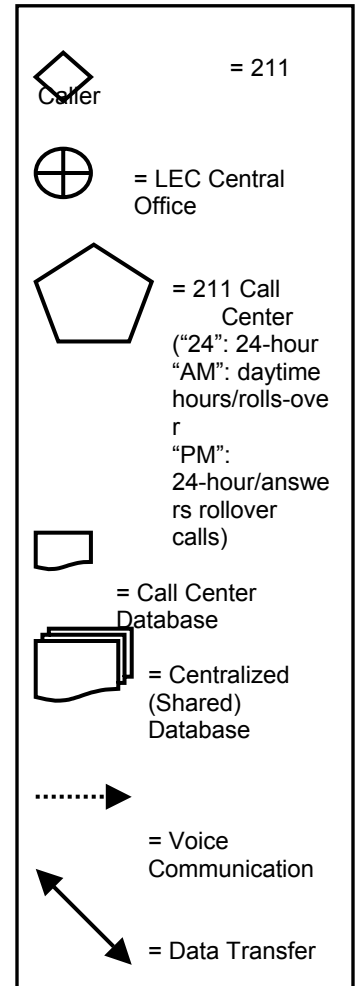
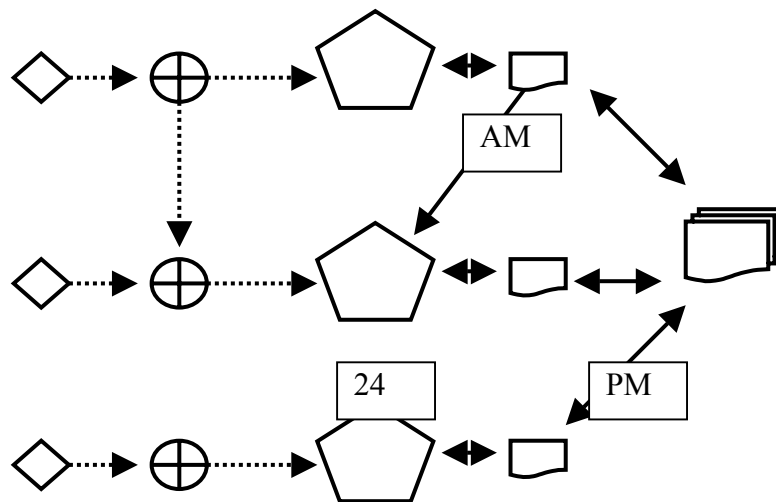
MODEL ONE



MODEL TWO



MODEL THREE



Operational Call Centers

Table 2 highlights the operational call centers in the United States as of April 2003. This table also shows the dates of implementation to track historical progression of states.

Table 2. Operational Call Centers (April 2003)

State	Location	Date Started
Alabama	Montgomery	December 2001
Connecticut	Statewide	January 1999
Florida	Brevard	May 2001
	Broward	January 2002
	Hillsborough	June 2001
	Jacksonville	July 2002
	Leon County	February 2003
	Palm Beach	February 2002
	Pinellas	April 2001
Georgia	Atlanta	June 1997
	Athens	April 2001
	Columbus	January 2001
	Hall County	October 2002
	Macon	August 2001
	Northwest Georgia	July 2001
	Savannah	August 2001
Hawaii	Statewide	July 2002
Idaho	Boise	September 2002
Kentucky	Boone/Kenton/Grant	February 2003
Louisiana	Baton Rouge	July 2000
	Lafayette	January 2003
	New Orleans	June 2001
Michigan	Battle Creek	August 2002
	Grand Rapids	November 2002
Minnesota	Statewide	May 2002
New Jersey	Hunterdon	October 2002
	Camden	January 2003
	Morris/Passaic Cos	January 2003
New Mexico	Albuquerque	October 2001
North Carolina	Asheville	April 2001
	Charlotte	July 2001
	Guilford and Forstyth Cos	January 2002
	Research Triangle Park	August 2001
Ohio	Delaware and Morrow Cos	November 2002
	Hamilton/Clermont/Brown Cos	February 2003
South Carolina	Aiken	June 2002
	Columbia	June 2001
	Charleston	February 2003
South Dakota	Sioux Falls	October 2001
Tennessee	Knoxville	July 2000
Texas	Amarillo	October 2002
	Austin	October 2002
	Beaumont	October 2002
	Belton	October 2002
	Bryan/College Station	October 2002
	Dallas	October 2002
	El Paso	October 2002
	Fort Worth	October 2002
	Houston	October 2002
	Lubbock	October 2002
	Midland	October 2002

	San Antonio	October 2002
	Sherman	October 2002
	Weslaco	October 2002
Utah	Salt Lake City	December 2001
	Provo	December 2001
	Layton	December 2001
	Weber, Morgan Counties	February 2003
Wisconsin	Madison	June 2002
	Milwaukee	June 2002
	Waukesha	June 2002
	Racine	June 2002

Issues in 2-1-1 Implementation and Possible Solutions

The favorable FCC ruling on assigning 2-1-1 to health and human services referral was only the beginning of a challenging implementation phase. Organizations attempting to implement 2-1-1 systems face considerable obstacles on a number of fronts. Reluctance on the part of LECs to provide timely information regarding pricing requirements, prohibitively high telephone service fees, lack of support by state utilities bodies, and challenges among competing I&R providers are among the most commonly-cited problems encountered by members of the 2-1-1 community.

I&R Opposition

A common and contentious obstacle faced by some organizations involved in 2-1-1 implementation is opposition from other groups and organizations providing I&R services. Smaller, specialized I&R providers often fear that their services will be rendered redundant (or will be perceived as such) by the introduction of an easily marketed, easily remembered dialing number for I&R access. This fear is especially acute when providing 2-1-1 service requires expanding database capabilities in an existing I&R, thereby often duplicating referral information housed in smaller agencies' databases. Doubts are occasionally voiced concerning a comprehensive 2-1-1 provider's ability to handle the difficult counseling protocols necessary among specialized, crisis-oriented hotline services.

This issue is frequently resolved via the maintenance of strong avenues of communication among I&R service providers. For example, Tennessee's Knoxville Information and Referral, Inc. conducts monthly meetings for area I&R agencies focusing on inter-agency communication and information sharing. Referral statistics are shared, database taxonomies are refined, agencies are profiled, advice is given, and so on, in an effort to build community among I&R providers. Queries best handled by specialized agencies are directed to those agencies by 2-1-1. In this forum, 2-1-1 is positioned as a tool rather than a hindrance to more specialized I&R services.

Multiple I&R Providers

At times, inter-agency disputes occur when more than one I&R agency in a given service area wishes to be the designated 2-1-1 provider for that area. Particularly in large metropolitan areas, multiple comprehensive, 24-hour I&Rs may exist and may appear equally qualified to deliver 2-1-1 service in terms of call center capability, database management, and so on. Even when not "equally" qualified, smaller I&Rs may challenge the right of another I&R service to provide 2-1-1 coverage. As the FCC 2-1-1 ruling does not specifically describe a means of evaluating between I&Rs, and as

AIRS is a guiding and accrediting rather than a *governing* body, 2-1-1 service commonly ends up being “granted” to the first agency able to negotiate agreements with LECs.

At times, a particular I&R or collaborative group will be designated by the state’s Public Utilities Commission (PUC) as the “lead” developer of 2-1-1 service. Generally, the lead developer will be “vested” with the ability to evaluate agencies applying to provide 2-1-1 service and to grant contracts accordingly. Also, while the FCC’s 2-1-1 ruling does not specifically describe state PUCs as the designating authority for 2-1-1 services (see **Appendix C**), the PUC relationship to LECs can determine the tenor of negotiations between LECs and I&Rs. Specifically, if a PUC rules that LECs must negotiate provision of 2-1-1 service with “lead developers”, LECs will favor those officially-designated leaders over “competing” I&Rs. States with PUC-2-1-1/I&R relationships and designating “authority” of this type include Alabama, Georgia, Louisiana, Michigan, New Mexico, New York, Massachusetts, North Carolina, Ohio, Tennessee, Texas, Utah, Vermont, and West Virginia.

Upon designation as a “lead developer” for 2-1-1 services (whether by PUC rule, legislation, or collaborative consensus), a lead organization then has the authority to designate future 2-1-1 service providers - in effect, to choose among any “competing” applicant agencies to determine who is to provide 2-1-1 service. Methods for this determination are varied. Mass211, Inc. accepts and directly administers Request For Proposal (RFP) bids by candidate agencies [see **Appendix A**]. The Ohio Council of Information and Referral Providers asks that “community bodies” (libraries, city councils, area social service agencies, etc.) provide letters of support to candidate agencies, effectively allowing community bodies to “vote” for who is to provide 2-1-1 service in their area [see **Appendix A**]. California’s 2-1-1 Steering Committee has adopted the same evaluation method as Ohio.

A common feature of lead developers tends to be their incorporation as private, not-for-profit bodies. While lead developers may operate under the “umbrella” of larger, more established organizations such as AIRS or the United Way, the creation of an “independent face” for a group can aid in creating a coherent strategy necessary for the development of opportunities with regard to funding and organization. Occasionally, such groups are appointed by state utilities regulatory commissions or by state legislatures. Such bodies tend to carry the greatest political “weight” in 2-1-1 implementation and tend to bring representatives from all elements of an implementation effort together at once (I&R representatives, LECs, state human services bodies, etc.). Several states have such incorporated designations placed on the lead developer, including Connecticut, Indiana, Massachusetts, New Jersey, Rhode Island, and Vermont. As well, while it seems an obvious relationship, those developers that manage to create dedicated positions for 2-1-1 efforts, even if on a part-time basis, tend to experience the most rapid and smooth implementations.

A key feature of successful collaborative bodies tends to be inclusivity. An ideal group includes representatives not only from the I&R community, but also from utilities commissions, local and county government, state social services bodies, legislators, telecommunications associations, and LECs (universities and libraries are commonly added to this list). The presence of these otherwise disparate elements “at the same table” creates more opportunity for all involved to educate themselves and each other regarding the proper functioning of all the elements of an effective 2-1-1 system.

Telephone Company Cooperation

With few exceptions, one of the more difficult subjects encountered in 2-1-1 implementation concerns 2-1-1 providers and the telephone system they utilize. Often, I&R providers have little technical knowledge of telephone communication beyond intra-office, PBX-type routing systems. Likewise, LECs often have little knowledge of the technical requirements (or even the very function) of I&R providers under 2-1-1. Commonly, this leads to an over-estimation of potential costs on the part of LECs negotiating with 2-1-1 providers as LECs assume that 2-1-1 will require technical capabilities similar to those needed for emergency 911, non-emergency 311, or other “enhanced” three-digit dialing services. As no standard pricing scheme has been outlined or adopted for 2-1-1 service, LECs generally are free to determine costs with little reference to the actual costs of services provided. In fact, since 211 services should guarantee anonymity to callers, the expensive capability to identify and locate callers is precisely what 211 services do not need or want. Furthermore, as three-digit dialing, or “N11” services are considered a scarce and potentially lucrative resource, LECs often oppose their designation for I&R services. Taken together, these three factors – lack of knowledge of technical requirements and preferred system design by potential 211 providers, lack of understanding on the part of LECs regarding these same concerns, and a preference on the part of some LECs for alternative uses for 2-1-1 – often lead to slow movement on the part of LECs in 2-1-1 negotiations.

For example, to date the Traveler’s Aid of Rhode Island (TARI) has seen its development of 2-1-1 slowed while Verizon determines pricing requirements. As of January, 2001, TARI was prepared organizationally, technically in terms of call center and database requirements, and financially to provide 2-1-1 service in Rhode Island. The final hurdle to 2-1-1 implementation was in LEC negotiations. Though Verizon, which provides telephone coverage for 90% of Rhode Island, was provided with detailed technical requirements for 2-1-1 setup and operation, no indication was given of estimated costs until April, 2001. By late summer, 2001, Verizon had stated to TARI that, barring an official recognition of TARI’s authority in 2-1-1 negotiation, it would be difficult for Verizon to move forward with implementation [see **Appendix A** for more information].

Another potential limitation experienced in LEC negotiations is the lack of intra-corporate uniformity demonstrated on the part of LECs with regard to 2-1-1. The majority of the LECs involved in 2-1-1 implementation are large corporations with holdings and interests stretching across large segments of the United States. At times, while a 2-1-1 developer might feel that substantial progress is being made in LEC negotiations, a case of “one hand not knowing what the other is doing” on the part of the LECs multiple offices can lead to frustrated efforts when negotiations begin to move up the corporate “chain of command.” Because Verizon has established a pricing plan for 2-1-1 services in Florida does not mean that Verizon’s offices in the Northeast are prepared to offer comparable services for comparable rates (or even that they are familiar with them). BellSouth is an obvious exception to this problem, as the company has taken an established position on 2-1-1 implementation, creating tariffs specific to 2-1-1 services which are closely uniform across its service territory. Qwest is another large LEC that is in the process of developing uniform pricing plans for 2-1-1 services across its territory. Generally, it is those offices of an LEC dealing most directly with state public utilities regulators that will be the most capable of helping to establish a corporate position.

To a degree, “extended” negotiations with LECs may also be attributable to the relatively low revenue generated by the provision of 2-1-1 service. Local Exchange Carriers often build tremendous revenue from the sale of enhanced services to large business and state clients. While an LEC might be entirely interested in providing 2-1-1 service from a “theoretical” standpoint, the revenues generated by the service do not, in themselves, justify a great deal of practical attention on the part of the LEC. The provision of 2-1-1 service is therefore given a low priority, with resulting negotiations taking far longer than seems necessary from the perspective of the hopeful and ready 2-1-1 provider.

Telecommunication Costs

Despite the relatively low revenues generated for Local Exchange Carriers by 2-1-1 services, the cost of obtaining telecommunications services from LECs is the most common hindrance cited by hopeful 2-1-1 providers. Costs can accumulate rapidly, particularly for initial setup, and can often be extremely difficult for smaller I&R agencies to cover. As well, costs can vary tremendously from area to area and from phone company to phone company. At times, a 2-1-1 provider may service an area under the “jurisdiction” of more than one LEC, thereby requiring separate negotiations (and separate pricing plans) for complete coverage.

N11 pricing is generally divided into two distinct categories: Service Establishment and Ongoing/Maintenance costs. Service Establishment costs generally consist of an administrative charge (which may be determined by the number of point-to-numbers, the number of Basic Local Calling Areas covered by a given 2-1-1 provider, or a number of other methods) as well as a charge for the programming of central offices to process N11 calls (these charges are generally accrued per-central office). Ongoing/Maintenance costs are generally incurred on a monthly basis, and may consist of a flat rate Monthly Recurring Charge (MRC), a per-call charge, a per-central office charge, a charge based on call volume, or some combination thereof (BellSouth’s tariffed 2-1-1 service rates do not include ongoing costs of any type). **Table 3** details the costs (when available) for 2-1-1 implementation and maintenance for each location.

Initial information gleaned by the Indiana 211 Partnership (IN211) for the three primary LECs in the state suggested a great variation in costs between initial and ongoing translation costs. For example, with current information, one-third of Indiana’s central office switches could be implemented with \$11,000.00 toward initial translation costs through Sprint and other smaller LECs. Yet, if the one-third of Indiana’s central offices in Ameritech/SBC territory were made consistent with pricing in the Ameritech/SBC tariff filed in Wisconsin, initial implementation would cost IN211 \$139,500.00. Initial costs obtained from Ameritech (prior to their filing of the tariff in Wisconsin) suggested \$7,000.00 in monthly recurring costs. Such costs are difficult, if not impossible, for many I&R providers to support, particularly when a single LEC often cannot provide statewide coverage and other companies must be enlisted. Sprint, the third primary LEC in negotiations in Indiana, and other smaller LECs in Indiana have not indicated any proposed MRC.

Support from state utilities bodies again can help to mitigate and overcome such obstacles. Public Utilities Commission rulings can provide a foundation from which negotiations can be pursued, and can provide some degree of cost regulation for 2-1-1 services. An example of this is seen in the 2-1-1 implementation being pursued by

United Way of North Carolina. The North Carolina Public Utilities Commission (NCPUC) requires LECs to file separate tariffs for each of the pilot sites being made operational. As well, NCPUC has ruled that upon submission of proposed rates for setup and MRCs by the LECs the earliest of these submitted will constitute the standard required for each phone provider (a “precedent cap”). Such precedent caps help to ensure that 211 service is provided at fair rates (see **Appendix A** for more information).

Tariffs

Tariffs can provide the means to develop appropriate pricing plans specific to the requirements of 2-1-1 and place these pricing plans on record with state utilities commissions. **Table 3** details those locations for which a tariff specific to 2-1-1 services is in place. In telecommunications parlance, a tariff is nothing more than a document filed with the state utilities commission describing available telecommunications services in detail and providing the specific costs associated with retaining those services. Tariffs are subject to approval by state utilities commissions and therefore are often revised when a utilities commission believes that conditions warrant. Since the FCC 211 ruling, numerous tariffs specifically designed for 2-1-1 service have been filed. Areas with tariffs specifically designed for 2-1-1 service include several states in Qwest’s territory (Arizona, Colorado, Idaho, New Mexico, Oregon, Utah, Washington, etc.), areas serviced by Alltel Communications (segments of Georgia and South Carolina), and the entirety of BellSouth territory (Alabama, Florida, Georgia, Louisiana, Mississippi, North Carolina, South Carolina, and Tennessee).

Generally, the 2-1-1 tariffs from state to state within an LEC’s territory are closely similar in content, if not identical. In the cases of both BellSouth and Qwest, initial tariff filings applied to 2-1-1 service were designed for more generalized N11 services (which often require more enhanced capabilities than are necessary for 2-1-1 access). These tariffs were later revised, thereby reducing the amount paid by 2-1-1 providers for telephony.

Table 3. LEC Costs for 2-1-1 Service Establishment and Maintenance

State (date) ¹	LEC	Tariff / Contract ²	Service Establishment Costs	Ongoing Costs ³
Alabama (4/23/03)	BellSouth	Tariff	\$389.90 per local calling area + \$150.00 per central office	None
Alaska	-	-	-	-
Arizona	Qwest	None	Unknown	Unknown
Arkansas	-	-	-	-
California (4/23/03)	PacBell	None proposed	Unknown	Unknown
	Sprint	None proposed	Unknown	Unknown
	SBC	None proposed	Unknown	Unknown
Colorado (4/23/03)	Qwest	Tariff	\$300.00 per point-to number + \$30.00 per central office	\$.02 per call
Connecticut (7/28/02)	SNET (SBC)	Contract	\$9,000 for statewide system	\$.06 per minute
Delaware (3/26/03)	Verizon	None proposed	Unknown	Unknown
Florida (3/26/03)	BellSouth	Tariff	\$389.90 per local calling area + \$182.00 per central office	None
	Verizon	Contract	\$120.00 per central office (rates on individual cost basis-see Appendix A)	\$40.00 per central office MRC and contract renewal fee for 3 yrs.
	Sprint	Tariff	\$100.28 per central office	Unknown flat rate MRC
Georgia (3/26/03)	BellSouth	Tariff	\$389.90 per local calling area + \$155.00 per central office	None
	ALLTEL	Tariff	\$500.00 per local calling area	\$35.00-\$100.00 MRC per local calling area (based on call volume)
Hawaii (3/26/03))	Verizon	None proposed	Unknown	Unknown
Idaho (3/26/03)	Qwest	Tariff	\$300.00 per point-to number + \$30.00 per central office	Unknown
	GTE	None	Unknown	Unknown
Illinois				
Indiana (3/26/03)	Ameritech/SBC	Tariff	In negotiation	In negotiation
	Verizon	Contract	\$120.00 per central office	\$50.00 per-central office
	Sprint	Tariff	\$150.00 per host	\$40.00 per number change and \$275.00 exclusion charge
Iowa (7/28/02)	Qwest	Tariff	Unknown	\$0.02 per call (rejected by IUB)
Kansas (3/26/03)	SBC	None proposed	Unknown	Unknown
Kentucky (3/26/03)	BellSouth	Tariff	\$389.90 per local calling area + \$150.00 per central office	None
Louisiana (3/26/03)	BellSouth	Tariff	\$389.90 per local calling area + \$150.00 per central office	None
Maine (3/26/03)	Verizon	None proposed	Unknown	Unknown
Maryland (3/26/03)	Verizon	None proposed	Unknown	Unknown
Massachusetts (3/26/03)	Verizon	None proposed	Approximately \$54,000.00 for statewide system	Unknown
Michigan (3/26/03)	Ameritech	None proposed	Unknown	Unknown
	Verizon	Tariff	\$507.00 per call center + \$117.00 per switch	None

	SBC	None proposed	\$750.00 per switch	\$35 ongoing, \$0.04 per call for 800 number
Minnesota (3/26/03)	Qwest	Tariff	\$300.00 per point-to number established + \$30 per central office (177 sites)	None
Mississippi (7/28/02)	BellSouth	Tariff	\$389.90 per local calling area + \$150.00 per central office	None
Montana	-	-	-	-
Nebraska (3/26/03)	Qwest	Tariff	Unknown	Unknown
Nevada (3/26/03)	Sprint	Unknown	Unknown	Unknown
New Hampshire (7/24/01)	Verizon	None proposed	Unknown	Unknown
New Jersey 3/26/03)	Verizon	None proposed	\$17,000 for pilot sites	Unknown
New Mexico 3/26/03)	Qwest	Tariff	\$300.00 per point-to number + \$30.00 per central office	\$.02 per call
New York (3/26/03)	Verizon	None proposed	Unknown	Unknown
North Carolina (3/26/03)	BellSouth	Tariff	\$110.00 per switching site	None
	Sprint	Tariff	\$95.74 per central office	None
North Dakota (7/28/02)	Alltel	Tariff	\$500 per central office	-
Ohio (3/26/03)	Ameritech	None proposed	Unknown	Unknown
	Verizon	Tariff	\$116 per central office/\$495 per call center	Unknown
	Sprint	Tariff	\$115 per central office	Unknown
	Columbus Grove	Tariff	\$20 per call center/\$115 per central office	
	Orwell	Tariff	\$20 per call center/\$115 per central office	
	Frontier	None proposed	Unknown	Unknown
Oklahoma (3/26/03)	SBC	None proposed	Unknown	Unknown
Oregon (3/26/03)	Qwest	Tariff	\$300.00 per point-to number + \$95.00 per central office	\$.05 per call
Pennsylvania (3/26/03)	Verizon	None proposed	Unknown	Unknown
	Sprint	None proposed	Unknown	Unknown
Rhode Island (3/26/03)	Verizon	None proposed	Unknown	Unknown
South Carolina (7/28/02)	BellSouth	Tariff	\$389.90 per local calling area + \$150.00 per central office	None
	ALLTEL	Tariff	\$389.90 per local calling area + \$150.00 per central office	None
South Dakota (7/28/02)	Qwest	Contract	Unknown (confidential)	Unknown (confidential)
Tennessee (7/28/02)	BellSouth	Tariff	\$30,000 setup fee	\$1,600/month MRC
Texas (3/26/03)	SBC	None proposed	\$400 per host CO for AIN	\$35 per system per month (\$875.00)
	Verizon	None proposed	\$358 per host CO for AIN	\$2.55 per call center per month (\$63.75)
	Smaller Telcos	None proposed	\$258 per CO for switch based setup	no recurring charges
Utah (3/26/03)	Qwest	Tariff	\$300.00 per point-to number + \$30.00 per central office	\$.02 per call
Vermont (3/26/03)	Verizon, etc.	None proposed	Unknown	Unknown

Virginia (3/26/03)	Verizon	None proposed.	Unknown	Unknown
Washington (3/26/03)	Qwest	Tariff under revision	Unknown	Unknown
West Virginia (7/28/02)	Verizon	None proposed	Unknown	Unknown
Wisconsin (3/26/03)	Ameritech	Tariff	\$1,550.00 per central office	\$35.00 MRC
	Century, Verizon, etc.	None proposed	Unknown	Unknown
Wyoming (3/26/03)	Qwest	-	\$300.00 per point to number, \$30.00 per office	Unknown

¹ - The parenthetical data included with state entries denote the most recent date for which LEC cost information was available. At the time of this report, several tariffs were under consideration or revision and others were due to be filed in coming months.

² - Many LEC costs are tariffed while others are determined via individual contracts with 211 service providers.

³ - Ongoing costs, when applied, may be per-call, per-minute, per-central office, or based on monthly call volume and generally are billed on a monthly basis.

Wireless Access to 2-1-1

The extreme proliferation of cellular telephones in recent years dictates that wireless access to 2-1-1 will be an increasingly important component of integrated, uniform 2-1-1 services. As well, some potential users of 2-1-1 services may find it preferable or even necessary to access 2-1-1 from outside the home. As an example, a woman facing a domestic abuse threat may not have the option of placing a 2-1-1 call to Information and Referral specialists from her home. In such cases, cellular access to 2-1-1 becomes crucial for the delivery of necessary aid.

The implementation of 2-1-1 services on wireless networks is, in some respects, much more complex than the provision of equivalent services on wireline ("landline") telephone systems. One of the more difficult issues faced is that of call routing. The "base stations"/mobile switches (MSCs) used as the initial point of contact into a wireless network for a cellular telephone (the wireless equivalent of a landline network's central offices) commonly do not follow the same geographic distribution as central offices. At times, wireless calls placed from slightly different locations will be received by completely different MSCs and routed in substantially different manners. The areas covered by a wireless network are often substantially different from the areas covered by landline telephone networks (as is clear with a glance at one of the numerous coverage maps distributed by wireless providers). As well, the regions covered by *both* wireless and wireline networks can differ considerably from the established, generally political (county or state) service boundaries created by I&R service providers. This can create difficulties in routing calls to the appropriate call center. Should a wireless call be routed, based on the caller's current location, to the call center in closest physical proximity? The caller may be in transit and may not be best helped by that call center. Should the wireless network identify the caller's "home" area and route to the call center closest to the caller's billing address? Again, this may not be the best option to serve the caller's current need. These complexities, combined with the numerous wireless providers available in almost every geographic region (each requiring its own negotiated agreements for provision of 211 services), have led many potential and current 211 providers to concentrate on the development of 211 services over landline networks instead of wireless.

To date, six locations have successfully implemented wireless access to 2-1-1. These areas include the state of Connecticut, Minnesota (currently available in the Greater Metro Region but working toward statewide implementation) Knoxville, Tennessee, Montgomery, Alabama, Albuquerque, New Mexico, and Sioux Falls, South Dakota.

211 of Knoxville, Tennessee began offering wireless access to 2-1-1 services for the customers of Cricket Communications in mid-September, 2001. By July 2002, customers of US Cellular Corporation were also able to access 211. Negotiations are pending with Cingular Wireless and SunCom. Customers of Qwest can access 2-1-1 in the Greater Metro area of Minnesota. Plans are underway to rollout this service to the entire state of Minnesota. The Volunteer and Information Center in Montgomery, Alabama, was successfully in pursuing wireless access to 2-1-1. Customers of Cingular Wireless and Knology, a local cable and wireless company, can access to 2-1-1. Both companies initially provided this service at no cost. In Albuquerque, New Mexico, customers of Qwest can access 211 from their cell phones. As of July 2002, customers of Sprint PCS and Unitel can now access 211.

While in these cases, cell phone companies worked with the local I&R agencies to provide wireless access to 211 without much negotiation, Connecticut provides a different model. United Way's Infoline 2-1-1 service in Connecticut entered into a substantial series of negotiations with the Connecticut Department of Public Utility Control (CDPUC) and the wireless industry in early 2001 which culminated in CDPUC reversing its earlier decision to exempt wireless carriers from 2-1-1 implementation requirements. In a Draft Decision dated May 1, 2001, CDPUC directed all wireless providers operating in Connecticut to provide wireless 211 access to their subscribers by August 1, 2001. Several wireless carriers in Connecticut responded to the Draft Decision, mainly stating that wireless access to 2-1-1 would be feasible within timeframes ranging from ninety days (Springwich/Cingular Wireless) to six months after the CDPUC mandate (AT&T Wireless Services). Sprint PCS, while not providing a specific timeframe for wireless implementation, "...anticipates no problems with updating its Connecticut...MSCs...to translate and route 211 calls from Sprint PCS's customers to the toll-free number provided by (Infoline)," (see **Appendix A** for more information). As of July 2002, customers of AT&T and Sprint PCS can access 2-1-1.

Connecticut's Infoline has experienced relatively few problems with wireless implementation. Infoline anticipates misdirected calls, yet has indicated that they are prepared to work closely with cell phone providers to work out these problems. Connecticut's Infoline also plans to expand database resources to include service programs offered in border towns just outside the state of Connecticut in hopes of mitigating potential problems encountered when a wireless caller from outside the state accesses 211.

In these cases, except in the case of Minnesota, wireless routing issues are rendered somewhat less complex because these 211 service providers operate single call centers providing centralized services for their locations. A single point-to number is utilized, and therefore the programming of MSCs, similar to that of central offices, is made more direct.

First Call Minnesota provided Qwest with geographic regions where calls should be routed. In this case, First Call Minnesota has ten call center hubs. Qwest agreed to route calls based on the caller's current location, rather than the caller's billing address.

In locations which promise to contain multiple call centers serving adjacent geographic regions, routing issues predictably become considerably more complex. Even in the cases outlined above, some mis-direction of wireless calls is anticipated. For locations in which multiple call centers are planned, the development of broadened database resources *and* the development of telephone infrastructure between call centers will be crucial for successful wireless access to 2-1-1. If a wireless call should be "misdirected" to a distant call center, that call center should have the capability either to provide I&R services to the caller, or (preferably) to "transparently" direct the call to the appropriate center. In a fully-integrated 2-1-1 system, these capabilities are readily available. Alternately, an integrated 2-1-1 system may have the capability to specify a single "point-to" number for statewide 2-1-1 calls. In this instance, a wireless network would be more easily programmed to route 2-1-1 calls to the landline-based 2-1-1 network or WAN, which would then be routed appropriately.

State Commission Support

Support received by present and potential 2-1-1 providers from their state's public utilities bodies can aid rapid and efficient 2-1-1 implementation more than almost

any other factor. The FCC 2-1-1 ruling does not describe or recommend the role to be taken by state commissions with regard to 2-1-1 services. From the federal perspective, the specific role of state commissions is best determined on a case-by-case basis. Some overall trends, however, are discernible. Many PUCs, like LECs, are unfamiliar with the concept of Information and Referral, its requirements, purposes, and importance. In these cases, it falls to the I&R community to proactively educate appropriate PUC representatives to gain support.

Several states' PUCs have taken particularly active roles in 2-1-1 implementation. In many cases, these states' 2-1-1 service provider(s) or development leader(s) had received PUC approval for use of the 2-1-1 dialing code for I&R delivery *prior* to the FCC 2-1-1 rule. State commissions that have followed this pattern include Connecticut, Georgia, Massachusetts, North Carolina, Texas, and Utah. Other state commissions have chosen to take an active role regardless of the authority specifically delegated to them from the FCC rule. Implementation efforts in these locations have generally benefited from such involvement, and have experienced more rapid and smooth development of 2-1-1. Examples of states in which utilities commissions have clearly aided 2-1-1 implementation by taking a strong role include Colorado, Indiana, and Oregon.

As the FCC rule is generally interpreted as providing no particular regulatory authority to individual PUCs, other commissions have opted for a "hands-off" approach. In these cases, I&Rs often struggle in negotiations with LECs that have been given little motivation to actively pursue 2-1-1 implementation and little means to judge between different groups attempting to provide 2-1-1 service. Between these two approaches falls explicit PUC support of qualified 2-1-1 implementation organizations. Such recognition can aid LECs in determining which 2-1-1 organizations are the most appropriate negotiation targets, and can provide impetus for timely and active negotiations. While it is not legally necessary for 2-1-1 providers to approach PUCs (they are free to negotiate service contracts directly with LECs), PUC involvement is clearly beneficial.

State Legislation

A helpful adjunct to active utilities commission involvement in 2-1-1 implementation can be the passage of legislation governing 2-1-1-oriented organizations or appropriating state funding for 2-1-1 development. Particularly in the early stages of 2-1-1 development, legislation which establishes the use of 2-1-1 dialing codes for Information and Referral and which outlines and describes the nature of future 2-1-1 services can aid in further legitimizing implementation efforts and demonstrating the "support of the people" for the number's use. Further, if legislation can establish a collaborative group or committee (or officially "approve" an existing collaborative group), a much broader collaborative base is generally created, drawing representatives from all key areas of 2-1-1 implementation. Finally, if legislation can be written to include funding appropriations for the establishment of 2-1-1 services and/or the costs of 2-1-1 operations, 2-1-1 service providers can obviously benefit from a steady annual revenue stream.

Pursuing state legislation, while often difficult and slow to come to fruition, is a growing trend among both hopeful and operational 2-1-1 service providers. Such legislation, when successful, can provide the most stable political ground for the continued pursuit of 2-1-1 development. As such, states which have passed legislation

and/or resolutions specifically concerning 2-1-1 services include Delaware, Michigan, New Hampshire, Texas, and West Virginia. Other states which have specifically pursued legislation which has not been passed include Florida, Indiana, Iowa, Massachusetts, Oregon, and Washington.

Federal Legislation

Beyond state-based legislation, legislation pursued or passed at the federal level involving 2-1-1 can carry clear benefits for state- or locally-based implementation efforts. A twofold purpose is served by such legislation. The first benefit gleaned from the passage of federal 2-1-1 legislation, predictably, is that of considerable funding appropriations which can aid in easing the almost universal financial burdens faced by social service and I&R services. Almost more importantly, federal 2-1-1 legislation places issues of 2-1-1 implementation within a national forum of discussion, thereby creating both a higher profile for implementation projects and a precedent for the continued presence of 2-1-1 as a viable issue.

On October 11, 2001, Senator Hillary Rodham Clinton (D-NY), Senator Christopher Dodd (D-CT), and Congresswoman Louise Slaughter (D-NY) introduced legislation “Protecting America’s Children Against Terrorism Act” (S.1539), which included language to authorize funding for 2-1-1 implementation and development. Key elements of this bill, including specific language authorizing funding for 2-1-1 were moved to “The Bioterrorism Preparedness Act,” (S.1765) introduced on December 4, 2001, by Senator Bill Frist (R-TN). This legislation (S.1765) would among other provisions, create A \$667 million State Bioterrorism and Response Block Grant to help fund the development of anti-bioterrorism and bioterrorism response programs nationwide. On June 12, 2001, President Bush signed the final version of this bill, the “Public Health Security and Bioterrorism Preparedness and Response Act of 2002” (PL107-188) which authorized a state block grant and specifically mentions 2-1-1 as an allowable use of funds.

Since then, the Senate Labor-Health and Human Services-Education (Labor-H) Subcommittee of the Senate Appropriations Committee has reported legislation that funds the “Public Health and Social Services Emergency Fund.” This allocation provides funding to the Centers for Disease Control and Prevention (CDC) for upgrading state and local bioterrorism preparedness and response capacity at \$940 million – the same amount appropriated in last year’s emergency bioterrorism supplemental. As of this publication (April 2003), it is anticipated that the House will pursue a similar course of action. This means that the Senate did not fund the authorizing legislation of the “Public Health Security and Bioterrorism Preparedness Act” (PL107-188) which specially mentioned 2-1-1 as an allowable use of funds. However, funding for 2-1-1 remains likely, as preparing a “plan for risk communication and information dissemination” remains a critical benchmark for states preparing their bioterrorism preparedness plans and states have no constraints in building these plan. Current information on the progress of national legislation impacting 211 efforts can be found at www.211.org.

Conclusions

This report has assessed efforts across the United States to implement 2-1-1-accessed Information and Referral services. While the information here is not

comprehensive in terms of all areas currently initiating 2-1-1 service, it provides a useful portrait of the trends shaping 2-1-1 implementation and the issues facing the organizations involved.

The trajectories and issues described here can serve 2-1-1 organizations at various implementation points by providing examples of effective strategies and approaches utilized in other areas. For established 2-1-1 organizations, whether currently operating 2-1-1 services or close to doing so, this information can familiarize them with other efforts as well as provide ideas for system expansion and technical enhancements. These data can help to educate telephone company representatives about the basic function of I&R services and the technical necessities of an operational 2-1-1 system. State utilities bodies may use this information to similar ends as well as to understand what actions equivalent organizations in other states have chosen to take with regard to 2-1-1 implementation. In particular, the role that utility commissions can play, the issue of obtaining cost estimates and system designs from telecommunications providers, working out strategies and jurisdictional issues with local and regional I&R providers, and assembling a comprehensive business plan are all fundamental factors that appear to be important in launching 2-1-1 services. Federal bodies, both regulatory and legislative, can use this information to familiarize themselves with the scope and breadth of 211 efforts and to shape policy concerning 2-1-1 development.

Further research must be conducted as 2-1-1 efforts unfold. Strategies will change and new trends will emerge in accordance with the establishment of more numerous 2-1-1 systems and with technical developments in telecommunications and I&R services. Eventually, a truly nationwide, 2-1-1-accessed, I&R network will become available. The efforts detailed here offer distinct pieces of that vision and represent integral parts of its realization.

Appendix A: 2-1-1 Implementation – State By State

This section presents findings from research conducted by the Telecommunication and Information Policy Institute, University of Texas at Austin, from January-May, 2001, July-August, 2001, and January-February, 2002, and August 2002. The bulk of the data shown here were compiled via a combination of telephone interviews with representatives from 2-1-1 providers and implementation groups and research of Internet publications.

As 2-1-1 implementation is an ongoing process, so too it encompasses a constantly changing set of data. Data reflected in this report should not be taken as the ultimate characterization of the nature or state of 2-1-1 implementation efforts. Many of the efforts described here have progressed considerably since data were collected. Rather, these data are a reflection of the best available information regarding the “state of affairs” of 2-1-1 implementation in each location at the time that individuals were contacted. Nor is the list of 2-1-1 implementation efforts in this report necessarily comprehensive. We know that 2-1-1 implementation efforts do exist in locations not covered in this report, but information was unavailable at the time this report was researched and compiled.

Included below is an example and description of the data fields used throughout this appendix. As well, in locations currently providing operational 2-1-1 services in a state via multiple call centers, each operational (or soon to be operational) call center is given a separate entry. In these cases (which include Florida and Georgia), a separate overview of the statewide effort is provided.

EXAMPLE – DATA DESCRIPTION

State	State in which 2-1-1 project is located (more specific geographic areas, when necessary, are placed in parentheses).
Company/Project	The primary group(s), or project(s) under which 2-1-1 is being developed. Often, these will be the 2-1-1 service provider.
Development Leaders	At times, other “lead agencies” will be involved beyond the actual 2-1-1 provider. These groups are described here.
Area Served	Refers to the geographic area served by the 2-1-1 project.
2-1-1 Start Date	Anticipated or actual
Utilities Commission	The involvement, if any, of the state’s utilities regulatory body in 2-1-1 implementation.
Legislation	Any legislation concerning 2-1-1 implementation (approved or not), whether establishing a collaborative body, recognizing a previously-existing collaborative body, or appropriating funding for 2-1-1 development or operating budgets.
System Design	Proposed or established plans for the overall design of a 2-1-1 system. Note: Some locations are described as following a “Centralized” design even while there are several call centers in a state. This is due to there being very few locations in which an integrated, statewide 2-1-1 system is yet available. Thus, given the context of a single call center serving a single geographic area, “Centralized” design is the most appropriate description. When locations with several call centers provide (or plan to provide) integrated, statewide 2-1-1 coverage, one of the “Decentralized” models is utilized for purposes of this report.
Databases	Currently-existing database resources used by operational or proposed 2-1-1 call centers. Plans and proposals for database development, particularly with regard to the development of statewide databases and the sharing of databases between multiple call centers is also included.
Call Volume 2002	Refers to the number of callers in the year 2002
Call Volume 2003	Projected, if known
Notes - Project	Information regarding collaborative groups, organization, funding, areas and populations served, operational and proposed 2-1-1 call centers, call volume, etc.
Major Issues – Project	Major issues and obstacles faced in 2-1-1 implementation, with particular reference to inter- or intra-organizational concerns or opposition encountered on the part of the organization or project involved in 2-1-1 implementation. Potential solutions to these issues are included when available.
LEC Involvement	Telephone companies (Local Exchange Carriers) involved (or likely to be involved) in 2-1-1 implementation.
Tariff	Effective and proposed tariff documents providing pricing for 2-1-1 (in some cases more generalized N11) services.
Rate Structure	The overall rate structure for 2-1-1 service (flat-rate per call, per minute, per central office, etc.).

Setup Costs	Costs incurred by a 2-1-1 service provider (potential or operational) for establishment of 2-1-1 service capabilities. Usually, these costs are determined either per central office or per basic local calling area.
Maintenance Costs	Specific costs, if any, incurred for ongoing 2-1-1 services.
Notes - LEC	Particular information regarding telephone company negotiations, involvement with 2-1-1 implementation, technical issues, etc.
Major Issues – LEC	Issues and obstacles expressed by LECs with regard to 211 implementation or by 2-1-1 service providers (potential and operational) with regard to LEC relationships or negotiations.
Wireless Development	Progress made in providing wireless telephone access to 2-1-1 services.

State	Alabama
Company/Project	United Ways of Alabama / The Volunteer & Information Center, Inc. (VIC)
Development Leaders	The Volunteer & Information Center, Inc., Montgomery Area United Way (MAUW), United Ways of Alabama, etc.
Area Served	Montgomery, Autauga, Elmore, Dallas, Lee and parts of Lowndes Counties. Population: approximately 508,000.
2-1-1 Start Date	March 2002 <i>211 Connects</i> officially announced to the community.
Utilities Commission	Due to having little authority delegated to it by the FCC's 2-1-1 ruling, the Alabama Public Service Commission (PSC) played an important role in dealing with LECs. In Summer, 2001, PSC granted the application submitted by United Ways of Alabama for designation as the lead group pursuing statewide 211 implementation.
Legislation	No specific legislation has yet been pursued, though the Governor has expressed interest in 2-1-1 development and wants to work on receiving eventual legislative funding.
System Design	<ul style="list-style-type: none"> - Decentralized. Eight service regions have been determined, based on the Local Access Transport Areas (LATAs) utilized by telecommunications providers. The regions are as follows: Northwest (with eight counties), Northeast (with five counties), West-Central (with seven counties), Central (with ten counties), East-Central (with eight counties), South-Central (with eight counties), Southwest (with ten counties), and Southeast (with nine counties). - The <i>211 Connects</i> call center is operated by VIC and provides 24/7 services. After-hours calls are forwarded from VIC to a cellular telephone and 211 callers reach a trained 211 representative who is then able to access database resources via a laptop computer. Stipend volunteers are used to staff phones on nights and weekends. This organization allows VIC initially to forego much of the expense of providing dedicated call center staff for low-volume, off-hours periods.
Databases	<ul style="list-style-type: none"> - VIC currently utilizes an IRis database containing entries for approximately 800 agencies and 1,300 programs. VIC plans eventually to make this database accessible via the World Wide Web. - Plans for a comprehensive statewide database are being pursued.
Call Volume 2002	15,092 (March to December 2002)
Call Volume 2003	4,594 (January to March 18, 2003)
Notes - Project	<ul style="list-style-type: none"> - The Volunteer & Information Center, Inc. (VIC) began operation in March, 1974 (then under the name Volunteer Action Center) to provide volunteer placement and training services to the Montgomery community. VIC began offering I&R services in 1985, providing service for a population of approximately 300,000 in a three-county area. VIC receives approximately 1,600 calls per month specifically for its I&R service (other services include a "clearinghouse" for financial assistance providers, and communication services between service providers). VIC's I&R call center employs three full-time and two part-time staff and became operational under 211 in March 2002. - VIC partnered with MAUW in an effort to provide statewide 211 service to Alabama. A Steering Committee has been formed to assist in statewide implementation, with representatives from the Governor's Office, United Ways of Alabama, BellSouth, Alabama Public Service Commission, and others.
LEC Involvement	BellSouth
Tariff	A BellSouth tariff specifically designed for 2-1-1 services was approved by PSC.

Rate Structure	After initial service establishment fees, no ongoing fees are indicated. An 800 number has been established to handle long distance calls with a rate structure established to coordinate with the number of long distance calls per month.
Setup Costs	A tariffed service establishment charge of \$389.90 per Basic Local Calling Area plus central office activation fees of \$150.00 per central office will be incurred by 2-1-1 service providers.
Maintenance Costs	No ongoing costs are indicated.
Notes - LEC	VIC representatives have indicated that they have been disappointed with BellSouth in 2-1-1 negotiations.
Wireless Development	Due to the relatively early stage of 211 development in Alabama, 2-1-1 calls cannot be initiated from a cellular or pay phone
Source(s)	<p>Camilla Prince, Executive Director – The Volunteer & Information Center, Inc. Candy Strickland, <i>211 Connects</i>, Call Center Manager [3/18/03]</p> <p>BellSouth - Alabama, "General Subscriber Services Tariff - A13.79 211 Dialing Service", effective January 15, 2001. <http://www.bellsouth.com/tariffs></p>
Additional Comment:	<p><i>211 Connects</i> is working with the State of Alabama Department of Public Health's Nutrition and Physical Activity Unit Office of Professional & Support Services by providing monthly reports and contact data of 211 callers with food and nutrition needs. The Health Department utilizes this referral information to reach out to these individuals through their nutrition education program.</p> <p><i>211 Connects</i> also is working with the Montgomery County Health Department and the Montgomery Area Community Wellness Coalition in the same way by providing referrals of 211 callers that do not have health insurance to their Wellness Case Management program. A Wellness Case Manager will help them find a doctor and other services to help them reach their health and wellness goals.</p>

State	Alaska
Company/Project	United Ways of Alaska
Development Leaders	United Ways of Alaska
Area Served	
2-1-1 Start Date	
Utilities Commission	Initial contact has been made with the Alaska Public Utilities Commission about 2-1-1 implementation.
Legislation	No specific legislation has yet been pursued.
System Design	While the system design is to be determined, United Way of Anchorage anticipates a centralized system design with multiple call centers.
Databases	Through a partnership with the State of Alaska and the United Way of Anchorage, AK info, a statewide internet-based database was developed. This database is accessible to I&R agencies. There is also a statewide 800 number that is accessible 24 hours a day, seven days a week.
Notes - Project	
Major Issues-Project	Alaska is a large geographic area with small isolated communities
LEC Involvement	
Tariff	Unknown
Rate Structure	Unknown
Setup Costs	Unknown
Maintenance Costs	Unknown
Notes - LEC	There are several small LECs that serve Alaska.
Wireless Development	Due to the relatively early stage of 211 development in Alaska, no specific information on wireless implementation issues is available.
Source(s)	Fred Jenkins, Executive Vice President, United Way of Anchorage [updated 3/18/03] [phone interview 7/29/02] www.ak.org

State	Arizona
Company/Project	Community Information & Referral, Inc. (CI&R), Phoenix, AZ; Information & Referral Services, Inc, (I&R) Tucson, AZ
Development Leaders	Community Information & Referral Inc. (Phoenix), Information & Referral Services, Inc.; Dept. of Economic Security; United Way Valley of the Sun (Phoenix), City of Phoenix; City of Tucson; Arizona Governor's Office
Area Served	Community Information & Referral, Inc. of Phoenix serves the 10 north and central counties of Arizona; Information & Referral Services, Inc., serves the 5 southern counties of the state, comprising statewide service.
2-1-1 Start Date	June, 2004
Utilities Commission	The Arizona Corporation Commission has indicated that it intends to facilitate relations between 2-1-1 providers and LECs. Few specific steps have yet been taken.
System Design	No specific system design has yet been determined. The two I&R service providers and their supporters are advocating for a system built on existing infrastructure (with CI&R and I&R as comprehensive 2-1-1 centers), with support from additional providers.
Databases	CI&R currently utilizes a self-designed database containing information on 9,000 service programs offered by 2,500 agencies. I&R of Tucson currently utilizes the Iris I&R software and the InfoLine taxonomy. It seems likely that existing database facilities would be retained in 211 implementation. The providers are moving toward an integrated statewide resource database system, utilizing InfoLine taxonomy.
Call Volume 2002	316,435 total calls statewide
Call Volume 2003	Both centers are anticipating approximately 10% increase over previous year.
Notes - Project	<ul style="list-style-type: none"> - CI&R is an independent, not-for-profit, 24-hour, comprehensive, multi-county information and referral service established in 1964. CI&R is based in Phoenix and provides I&R services for 10 of Arizona's 15 counties. CIRS received 264,297 inquiries in 2002. - I&R is also an independent non-profit, comprehensive, multi-county information & referral service established in 1965. I&R is based in Tucson and provides information and crisis services for Arizona's 5 southern counties. I&R received a total of 52,138 information and crisis calls during 2002. - Currently, plans are underway for the formation of a collaborative body that will work toward 211 implementation. Public hearings are being facilitated throughout the state. There is an increased awareness of the need for a 2-1-1 system statewide, led by the leadership group noted above.
Major Issues - Project	Primary concern currently is in having enough funding and other resources to support implementation and sustainable management of the 2-1-1 communication system.
LEC Involvement	Qwest
Tariff	Unknown.
Rate Structure	Unknown.
Setup Costs	Unknown.

Maintenance Costs

Unknown.

Notes - LEC

Due to the relatively early development level of 2-1-1 implementation in Arizona, substantial relationships with LECs have not yet been created. No specific information on costs is available.

Source(s)

Jointly updated by Rita Weatherholt (I&R) and Roberto Armijo (CI&R) [3/19/03]

State	California
Company/Project	California 211 Steering Committee / CAIRS 211 Workgroup
Development Leaders	CAIRS 211 Workgroup, California 211 Steering Committee, etc.
Area Served	
2-1-1 Start Date	Eleven Counties of California plan to implement 2-1-1 in 2004. INFO LINE of Los Angeles was the first to submit an application to the California Public Utilities Commission, March 2003. Los Angeles County comprises 1/3 rd of the state's population.
Utilities Commission	On February 13, 2002, the California Public Utilities Commission (CPUC) ruled in favor of an implementation process for 2-1-1 in California. They approved the language submitted in the application as the basis for rules and standards to be applied to potential 2-1-1 service providers. The CPUC will designate comprehensive I&R's that meet the requirements to be the 2-1-1 service provider in the county(ies) they serve.
Legislation	The project elected to pursue regulatory action via CPUC rather than legislative support.
System Design	- Decentralized. Current preferences expressed by the Steering Committee consists of an implementation strategy closely resembling that of the Ohio 211 Collaborative. This plan calls for implementation of 2-1-1 service on a county-by-county basis. Each 2-1-1 provider will operate on a county scope, with some providing services for surrounding counties as well. Those county-based agencies with specialized, non-comprehensive I&R capability will take steps to ensure more comprehensive coverage. 24-hour service is a requirement which may be met either by the 2-1-1 service provider itself or by contracting another qualified agency to handle after-hours calls.
Databases	Database facilities will be maintained individually by 2-1-1 call centers. Compatibility standards will be considered for call centers that are to roll-over to larger call centers for 2-1-1 service. Currently, no plans are explicitly made for the creation of a statewide database but there is some support for going in that direction.
Notes - Project	<p>The California Alliance of Information and Referral Services (CAIRS) helped to form the 2-1-1 Steering Committee in late 2000. CAIRS prefers that some form of statewide oversight is provided by the California Public Utilities Commission (CPUC). Such oversight will help to provide standardization in service and can help to mitigate potential disputes between "competing" I&Rs wishing to provide 2-1-1 services in a given area.</p> <p>The CAIRS 211 Workgroup received a grant of \$531,700 from the California Endowment for the purposes of planning and demonstration. A grant of \$125,000 from the Community Technology Foundation of California is supporting technical consulting, some staff services, and some hardware purchases. A grant of \$9,931 from the Julius Sumner Miller Foundation is supporting translation of outreach materials into 14 languages and production of some materials. The Haas Foundation supported the creation of a 2-1-1 business plan for Alameda County. Additional proposals have been submitted. CAIRS individual and agency members have contributed approximately \$8,000, including over \$300,000 in cash and in-kind donations has been received from INFOLINE of Los Angeles.</p>
Major Issues - Project	Some smaller I&R agencies find it difficult or impossible to achieve AIRS accreditation, primarily because of the expense. Therefore, full accreditation is not a required in the CPUC's ruling. Adherence to the AIRS National Standards for 2-1-1 Centers is, however, included in the ruling.
LEC Involvement	Discussions have been held with SBC/PacBell and Verizon. SBC has designed and tested the switching technology it will use for 2-1-1 services (the same technology will be deployed for use by a 511 calling service).

Tariff	SBC had initially said it planned to submit a tariff to 2-1-1 service in California and Verizon has said it plans to negotiate Individual Basis Contracts (IBCs). SBC now says it may choose to use IBCs also.
Rate Structure	Unknown.
Setup Costs	Unknown.
Maintenance Costs	Unknown.
Notes - LEC	Due to the relatively early stage of 2-1-1 development in California, no official information on LEC costs is yet available. California 2-1-1 is monitoring negotiations elsewhere in the country.
Major Issues - LEC	None indicated.
Wireless Development	Due to the relatively early stage of 2-1-1 development in California, no specific information on wireless implementation issues is available.
Source(s)	Lynn Pesely, 2-1-1 Northern California Coordinator [updated 4/23/03] Bruce Wallrich [phone interview 4/18/01] [updated 7/23/01] [updated 1/18/02] [updated 7/8/02] [updated < http://www.infoline-la.org >

State	Colorado
Company/Project	FirstCall / Mile High United Way / Colorado 211 Steering Committee
Development Leaders	FirstCall (Fort Collins), Mile High United Way (Denver), 211 Colorado Steering Committee
Area Served	Pilot sites will serve 11 counties: Larimer, Weld, Mesa, and 8 county Denver region.
2-1-1 Start Date	April 14, 2003
Utilities Commission	The Colorado Public Utilities Commission (CPUC) has taken an active, supportive stance with regard to 2-1-1 implementation. CPUC administers and approves petitions for 2-1-1 service, and maintains a detailed set of standards which must be met by 2-1-1 service providers: statewide coverage must be planned, the 211 system must have an active governing body, a "rollout plan" must be provided (see "Notes - Project" for details of this plan), a marketing plan must be in place, etc.
Legislation	No legislation is currently pursued, though this may be an option in the future (particularly with regard to funding issues).
System Design	Decentralized. Approximately seven call centers will provide statewide 2-1-1 coverage. When fully implemented (see "Notes - Project" for details), each call center will provide 24-hour service in its respective area and will receive assistance and oversight from a governing board to be formed in the future.
Databases	<p>- FirstCall, Mile High United Way and Weld County United Way all utilize the IRis database. Mesa County Health and Human Services utilizes a custom program similar to IRis. The four databases combined cover approximately 5,500 programs and services. Mile High United Way and Pikes Peak United Way will utilize Tapestry.</p> <p>-Upon 2-1-1 implementation, I&R databases will likely be shared between 2-1-1 call centers via the World Wide Web.</p>
Notes - Project	<p>- The Colorado 211 Steering Committee was formed in February, 2001 and consists of representatives from approximately 40 organizations (both comprehensive and specialized I&Rs, United Ways, CPUC, Qwest, etc.</p> <p>-Among the four comprehensive I&Rs in Colorado in 2001, approximately 25,000 calls were received.</p> <p>-A multi-phase implementation plan has been designed: In the pilot phase (scheduled to begin April, 2003), the four major comprehensive I&R call centers which exist in Colorado - FirstCall (Fort Collins), Mile High United Way (Denver), Weld County United Way HelpLine (Greeley), Mesa County Health and Human Services (Grand Junction) - "Group One", will provide 2-1-1 services for the jurisdictions that they currently cover. Simultaneously, the three remaining likely call centers - located in Colorado Springs, Durango, and Pueblo - "Group Two" will develop their respective resources in preparation of offering 211 service the following year. The second phase of 211 implementation (scheduled for April, 2004) consists of Group One call centers expanding database resources to cover counties in areas adjacent to those already covered. Simultaneously, Group Two call centers will become operational. The third phase (scheduled for April, 2005) consists of the expansion of database resources (and thereby coverage area) for Group Two call centers. By April 2005, it is hoped that statewide 2-1-1 coverage will be available.</p>
Major Issues - Project	
LEC Involvement	Qwest

Tariff	Qwest included N11 services in its service catalog in June, 2001. This catalog offering required a service establishment charge of \$300.00 per point-to number plus a \$95.00 per central office activation charge. As well, a charge of \$.05 per call routed to 211 would have been incurred. CPUC negotiated revisions to the offering, which was submitted in July, 2001. The revised offering maintains the \$300.00 service establishment charge per point-to number but lowers the central office activation fee to \$30.00 per switch. As well, the per-call rate was lowered to \$.02 (Qwest Corporation; General Subscriber Services Catalog - Colorado, Exchange and Network Services, Section 10.11.3, "N11 Service", effective July 30, 2001, < http://www.qwest.com >). Qwest has dropped its request for a per-call rate.
Rate Structure	Following service establishment and central office programming costs, a per-call charge will be incurred (see "Tariff" for more information).
Setup Costs	Catalog service establishment charges of \$300.00 per point-to number and \$30.00 per central office activation. Under this N11 offering, a total cost of approximately \$1,500.00 would be incurred for statewide central office programming in Colorado.
Maintenance Costs	A catalog charge of \$.02 will be incurred per call.
Notes - LEC	LEC negotiations have largely been carried out by CPUC on behalf of the Colorado 211 Steering Committee.
Major Issues – LEC	Qwest has recently filed a lawsuit in District Court protesting CPUC jurisdiction over the 2-1-1 Service. While the PUC can assign the number to the Colorado 2-1-1 Steering Committee, a judge now will need to decide whether the CPUC is able to make rules about LEC compliance on implementation.
Wireless Development	Though wireless access to 211 is a consideration, no substantial negotiations have yet been pursued.
Source(s)	Mary Robertson - FirstCall [phone interview 7/26/01] [updated 7/28/02] [updated 3/27/03] Qwest Corporation - Colorado, Exchange and Network Services Catalog, Section 10.11.3, "N11 Service", effective July 30, 2001, < http://www.qwest.com >

State	Connecticut
Company/Project	United Way of Connecticut / 2-1-1 Infoline
Development Leaders	United Way of Connecticut
Area Served	Statewide (Connecticut)
2-1-1 Start Date	February 1999
Utilities Commission	The Connecticut Department of Public Utility Control (CDPUC) provides guidance and oversight regarding access issues. For example, cellular access to 2-1-1, was pursued via CDPUC via development requests sent to cellular service providers.
System Design	Centralized: a single call center provides statewide 2-1-1 services with regional "community specialists" to provide "local presence". The 2-1-1 Infoline call center uses a Lucent Definitely switching system for intra-call center routing.
Databases	Call center utilizes Refer SQL, a server-based database including approximately 4,300 agencies and 40,000 services. 2-1-1 Infoline uses 5 full-time employees for database maintenance, updates, and research (carried out on a continual basis). Sources for updates include surveys, printed materials (newspapers, newsletters, annual reports, etc.), information gathered by community specialists, information gathered from regular contact with agencies, feedback from follow-up (15% of all received calls), etc.
Call Volume 2002	298,571 transactions (total transactions from all call centers was 603,508)
Call Volume 2003	Anticipated transaction volume: 305,000
Notes - Project	Infoline was created in the mid-1970s as a comprehensive I&R service on a statewide, toll-free basis. No other comprehensive I&R services exist in Connecticut, and the transition to 211 capability made use of existing databases and call center facilities. United Way of Connecticut, a membership association of the 24 United Ways in Connecticut, is the agency administering 2-1-1 Infoline, though other agencies contribute financial resources on a partnership basis. 2-1-1 Infoline serves a population of approximately 3.4 million, and handled approximately 00,000 transactions in the year 2002 (the total referral transactions from all call centers was 603,508 in 2002).
Major Issues - Project	No major obstacles in 2-1-1 implementation have been indicated.
LEC Involvement	Southern New England Telephone (SBC)
Tariff	None yet proposed.
Rate Structure	March 2003: New rates: Per minute on dedicated T1 (quantity=2): \$.042 per minute, billed in 18 second increments. Per minute on switched T1(quantity=1): \$.05 per minute, billed in 18 second increments
Setup Costs	Approximately \$9,000.00 to switch extant system to 211 capability (see "Notes-Project").
Maintenance Costs	March 2003: (New setup will cost \$985 per month to service one switched T1; dedicated T1s have no monthly charge).
Notes - LEC	

Major Issues - LEC

No major obstacles with regard to LECs are indicated.

Wireless Development

- The centralized/single call center model implemented in Connecticut creates relatively simple conditions for wireless translation to 2-1-1. Because only one office, and therefore only one toll-free "point-to" number is utilized, the mobile switches (MSCs) used in wireless telecommunications only need to be programmed for that number. Problems nevertheless occur, as the coverage areas for wireless communications do not closely follow political boundaries such as state borders. Some 211 calls from outside Connecticut could therefore conceivably be "misdirected" to Connecticut's Infoline. United Way of Connecticut/Infoline testified at a CDPUC hearing that it is aware of the cross-border routing issues and is implementing procedures designed to mitigate potential problems (for example, the expansion of I&R databases to include agencies in neighboring areas).

- "United Way of Connecticut requested [in a letter dated January 18, 2001] that the CDPUC modify its Decision dated December 2, 1998 and order all Connecticut wireless telecommunications providers to provide an abbreviated 2-1-1 dialing code for their subscribers to access...(Infoline). In that Decision, the CDPUC recognized that wireless telecommunication service providers experienced technical difficulties in completing (211) calls...and expected that those issues would be resolved by the FCC, North American Numbering Council, and the wireless industry. Subsequently, CDPUC exempted the wireless industry from implementing the abbreviated 2-1-1 dialing code until such time as those issues were resolved. CDPUC reopened the...docket for the limited purpose of addressing United Way's letter... On May 1, 2001, CDPUC released a Draft Decision...(requiring) wireless carriers to implement 211 abbreviated dialing by August 1, 2001."

* - excerpted from e-mail correspondence submitted by Mary Hogan - United Way of Connecticut; 7/18/01

- Several wireless carriers in Connecticut responded to the Draft Decision, mainly stating that wireless access to 211 would be feasible within timeframes ranging from ninety days (Springwich/Cingular Wireless) to six months after CDPUC mandate (AT&T Wireless Services). Sprint PCS, while not providing a specific timeframe for wireless implementation, "...anticipates no problems with updating its Connecticut mobile switches (MSCs) to translate and route 211 calls from Sprint PCS's customers to the toll-free number provided by (Infoline)."

* - excerpted from Sprint PCS correspondence received by CDPUC; June 28, 2001 [submitted by Mary Hogan; July 21, 2001].

- AT&T Wireless Services (AWS) made provisions for the development of a wireless service agreement to be filed with CDPUC, outlining some of the potential difficulties in wireless 2-1-1 implementation (cross-border issues) but stating that the AWS wireless network in Connecticut was capable of 2-1-1 programming. Representatives from Nextel Wireless indicated that the AWS Agreement would likely be used as the basis for Nextel providing 2-1-1 access to United Way / Infoline.

-As of March 2003, Cingular, AT&T and Nextel have activated 2-1-1 in Connecticut. Agreements have been made with T-Mobile and Sprint. They are currently working on implementation issues. No agreement has been reached with Verizon as of this date.

Source(s)

Mary Hogan - Vice President for Information and Special Initiatives [phone interview 1/24/01] [updated 4/5/01] [updated 7/19/01] [updated 7/28/02] [updated 3/27/03]

State	Delaware
Company/Project	Delaware Helpline/211 project
Development Leaders	Delaware Helpline, Delaware Department of Health and Social Services, Delaware Department of Administrative Services, United Way of Delaware
Area Served	Statewide – entire state of Delaware
2-1-1 Start Date	Unknown at this time
Utilities Commission	Delaware Public Service Commission
Legislation	<p>In May, 2001, the Delaware state legislature passed House Concurrent Resolution No. 11* (141st General Assembly) establishing a 211 Task Force to make recommendations for the implementation of 2-1-1 services in Delaware. The Task Force, which issued its final report in May 2002, was co-chaired by the Executive Director of the United Way of Delaware and the Delaware Secretary of Administrative Services. The following individuals also served on the Task Force: the Secretaries (or designees) of the Departments of Health and Social Services and Public Safety; the State Budget Director; the Executive Directors of the Office of Information Services, the Public Service Commission, Delaware Helpline, and CONTACT Delaware (a 24-hour crisis line); a member of each house of the state legislature, a representative of the University of Delaware; and three members of the public representing the Latino community, the senior citizen community, and persons with disabilities.</p> <p>* - Delaware House of Representatives - 141st General Assembly, "House Concurrent Resolution No. 11 - Relating to the Establishment of the 211 TaskForce..." <http://www.legis.state.de.us></p>
System Design	Centralized. The size and population of the state, combined with the resources available at currently-existing call centers, suggest that the "Single Call Center / Centralized Administration" model is the most feasible for 2-1-1 implementation. The call center operated by Delaware Helpline will be the provider of 2-1-1 evening coverage through a contract with Delaware Helpline.
Databases	Delaware Helpline utilizes an IRis database covering approximately 700 agencies and 2,500 programs. The database will be upgraded and merged with that of Contact Delaware. The contents of this database are available on the web at www.delawarehelpline.org . This database resource is also available for service agencies to provide their own entries and record updates via e-mail. Consumers can also request further assistance by filling out a "callback" form via e-mail.
Call Volume 2001	51,045 calls
Call Volume 2002	67,795 calls
Notes - Project	<p>Delaware Helpline is a private, non-profit agency affiliated with United Way and in partnership of Delaware Health and Social Services and the Delaware Department of Administrative Services. Helpline began operation of a statewide, comprehensive I&R service in 1990 (accessed via a toll-free 1-800 number) and services a population of approximately 700,000 in the three state counties. Helpline provides bilingual and TDD services, and operates 7:30 a.m.-6:00 p.m. Monday-Friday.</p> <p>In 1997, Helpline expanded its partnership with the state to enlarge the scope of its services to include a state government information service linking callers with appropriate state offices, legislators, and employees. The bulk of inquiries received in the Helpline call center are of this type (approximately 350,000-400,000 total inquiries annually) and a call to Helpline will initially make contact with employees providing this service. If an inquiry instead</p>

requires health or human service information and referral, the caller is passed to staff specifically providing I&R services. Of the total inquiries received by Helpline, approximately 55,000-60,000 per year are of the latter, specific I&R type.

Major Issues - Project	The largest impediment at this time is funding. The 211 Task Force Report anticipated the State of Delaware providing start-up and continuing funding to the non-profit, Delaware Helpline, in order to deal with the increased call volume and the change to a 24 hour service. Due to the economic downturn, the State cannot provide the funding at this time. Other concerns raised have come from 911 emergency services. Discussions that occurred during the 211 Task Force alleviated these concerns considerably. Follow-up is planned.
LEC Involvement	Verizon
Tariff	None yet proposed.
Rate Structure	Unknown.
Setup Costs	\$105,000.
Maintenance Costs	\$200,000 per year additional funding over and above Delaware Helpline's current budget..
Notes - LEC	Representatives from Helpline have begun preliminary contact with Verizon. Verizon has expressed that it "sees no problem" with 211 implementation in Delaware. The preliminary nature of these discussions, however, does not permit specific information on service establishment costs or rate structure to be available.
Major Issues - LEC	No major obstacles with regard to LEC negotiations have been expressed.
Wireless Development	The Task Force decided that 2-1-1 would not be available through cell phones in the initial stages of 2-1-1.
Source(s)	Patricia Blevins, Executive Director, Delaware Helpline [updated 7/10/02] [updated 3/27/03] pblevins@state.de.us < http://www.delawarehelpline.org > Delaware State Legislature. < http://www.legis.state.de.us >

State	Florida (Statewide Implementation)
Company/Project	Florida Alliance of Information and Referral Systems (FLAIRS)
Development Leaders Area Served	FLAIRS, United Way of Florida, 2-1-1 Big Bend, Inc. Entire state. There are seven operational 2-1-1 call centers in Florida located in Brevard County, Broward County, Hillsborough, Jacksonville, Leon County, Palm Beach, and Pinellas.
2-1-1 Start Date	See 'Notes-Project'
Utilities Commission	The Florida Public Service Commission (PSC) declared that it has no authority delegated to it from the FCC ruling and therefore recommended that I&Rs work directly with telephone companies for assignment and implementation of 2-1-1 services.
Legislation	The Florida Legislature passed the Health and Human Services Act under Senate Bill 1276 during the Spring 2002 legislative session. The act will create The Florida Comprehensive and Automated Health and Human Services Eligibility System and also support the Florida 211 Network. 2-1-1 will be a major component of this new process, performing general I&R services and health care eligibility screening. The United Way 211 in Jacksonville was selected and funded by the legislature to pilot the initiative during 2003. The legislation includes 2-1-1 call center guidelines based on the national guidelines recommended by AIRS and adopted by the National 211 Collaborative. The Florida Agency for Health Care Administration has adopted criteria to use for certifying 2-1-1 providers so they can participate in the Florida 211 Network. The legislation directed the Agency to use criteria recommended by the Florida Alliance of Information and Referral Services.
System Design	Decentralized. Generally, 2-1-1 implementation will follow the 15 service districts determined by the Florida Department of Children and Families (DCF) as guiding organizational framework. Some of these districts are single-county while others include multiple-county areas. 2-1-1 call centers, generally, will be previously-existing I&R providers which will add the number as a means to access their existing services.
Databases	No specific database collaboration standards have been endorsed for statewide use, though most call centers currently utilize IRis software (and several are implementing web-based I&R services).
Notes - Project	<p>Florida has 67 counties, approximately 16 million residents, and is home to 25-30 comprehensive I&R providers currently operating call centers (8-10 of these are 24-hour services and several others contract to local crisis lines for after hours call coverage). Budgets for 211 implementation range greatly between I&R agencies (ranging approximately from \$75,000 to more than \$200,000) depending on existing infrastructure, future increases in staffing needs, etc.</p> <p>- 211 call centers are operational in Brevard County, Broward County, Duval County, Leon County, Palm Beach County, Pinellas County, and Hillsborough County. Operational 2-1-1 call centers are expected in Manatee/Sarasota and Orange Counties by the end of 2003. Many of the 211 call centers listed above provide services for multi county areas.</p>
Major Issues - Project	FLAIRS and the United Way of Florida are providing leadership guidance and support for 2-1-1 implementation. No single entity, however, has the authority to determine the establishment of 2-1-1 call centers or to require the implementation of operational standards. Nevertheless, FLAIRS has endorsed the standards determined by AIRS and they have been incorporated into the State Certification Standards that will be used by the Agency for Health Care Administration to certify 2-1-1 centers.
LEC Involvement	BellSouth, Verizon, Sprint

Tariff	BellSouth submitted a 2-1-1 tariff pricing structure in December, 2000. Sprint submitted a tariff in Florida in 2001. The content of both of these tariffs is detailed under the "Rate Structure" and "Setup Costs" heading for the respective LECs.
Rate Structure	BellSouth: Tariffed flat rate for setup, no Monthly Recurring Charge (MRC) Verizon: Individual Cost Basis for each call center for setup and MRC Sprint: Tariffed flat rate for setup, no MRC is indicated
Setup Costs	BellSouth: Tariffed service establishment charges are \$389.00 per basic calling area plus \$182.00 per central office in the service area(s). Verizon: Provides rates on an Individual Cost Basis (ICB) contract for each call center. For example, the service establishment charge for the Crisis Center of Tampa Bay is \$120.00 per switch (Central Office) for the initial installation. Verizon administers 27 switches in Hillsborough County (the Crisis Center's service area). However, in January 2002, and again in March 2003 Verizon changed its rate structure. This mainly affects the Tampa and St. Petersburg area. Sprint: A tariffed service establishment charge of \$100.28 per central office will be required.
Maintenance Costs	BellSouth: No monthly recurring charge is indicated. Toll calls that originate from outside the call center's local calling area will incur long-distance charges accordingly. Verizon: Provides rates on an Individual Cost Basis (ICB) for each call center. For example, the rate charged to the Crisis Center of Tampa Bay is an MRC of \$40/switch. Verizon administers 27 switches in Hillsborough County (the Crisis Center's service area). As well, any toll calls originating from outside the center's local calling area will accrue charges. Based on a new fee structure implemented in January 2002, Verizon charged for actual costs on a monthly basis. In April 2003, Verizon is trying to introduce a per call rate structure. Sprint: No monthly recurring charge is indicated.
Notes - LEC	As the Florida PSC chooses not to actively administer decisions pertaining to 211 assignment and implementation, it falls to individual I&Rs to negotiate directly with the telcos concerning 211 assignment and subsequent service contracts. Each LEC can determine how 211 is to be assigned, "many have taken a 'first come, first serve' approach", and each LEC has a distinct process for the assignment of the number. For example, BellSouth requires that each I&R submit request documents to Price-Waterhouse-Coopers (first come, first served) while Verizon requires some level of community consensus verification that the 211 applicant is the preferred provider. Due to the "first come, first served" approach, FLAIRS and the United Way of Florida have encouraged respective members to submit requests quickly to avoid being preempted by non-I&R entities. With the June 2003 State Certification process for 211 call centers, it is anticipated that telcos will base their assignment decisions on this process.
Major Issues - LEC	Due to lack of PSC authority, FLAIRS and the United Way of Florida conducted a meeting with LEC representatives (December 12, 2000), with the cooperation of the Florida Telecommunications Industry Association (FTIA), to facilitate the building of relationships between I&Rs and LECs. Payphone Development: Recently, the PSC clarified that payphone providers are not exempt from complying with 211 service requests. Several payphone companies have expressed willingness to program their payphones to connect to 211 call centers during recent months.
Wireless Development	No substantial progress has been made regarding wireless access issues. Some wireless providers indicate an interest to work with FLAIRS and the State on this issue but solutions may require a statewide plan due to the location of wireless switching stations.
Source(s)	Randy Nicklaus; 2-1-1 Big Bend Executive Director (and FLAIRS Board member) ["Summary of Florida Efforts to Implement 2-1-1"; submitted 2/23/01] [phone interview 8/8/01] [updated 9/11/01] [updated 1/30/02] [updated 6/30/02] [updated 4/1/03] BellSouth – Florida. "General Subscriber Service Tariff - A13.79 211 Dialing Service",

effective January 11, 2001. <<http://www.bellsouth.com>>

Sprint – Florida, Inc. “General Exchange Tariff, Section A10. N11 Services”.
<<http://www.sprint.com>>

State	Florida (Brevard County)
Company/Project	211 Brevard, Inc.
Development Leaders	Crisis Services of Brevard & United Way of Brevard County
Area Served	Brevard County, FL
2-1-1 Start Date	May 1, 2001
Utilities Commission	The Florida Public Service Commission (PSC) declared that it has no authority delegated to it from the FCC ruling and therefore recommended that I&Rs work directly with telephone companies for assignment and implementation of 2-1-1 services.
Legislation	Legislative proposals are under development and potential bill sponsors are being identified. The bill proposal will likely request an appropriation of approximately \$2 million for statewide 2-1-1 development. While it is not yet clear how this money will specifically be distributed, FLAIRS and United Way of Florida will likely administer funding.
System Design	Centralized. A single call center answers 2-1-1 calls for Brevard County of East-Central Florida.
Databases	CSB 211 Brevard uses an IRis database containing over 500 agencies and more than 1,500 programs.
Call Volume 2002	19,454 (plus 3,914 visits to the online database)
Call Volume 2003	Projected: 24,000 helpline contacts; 15,000 to online database
Notes - Project	<p>- Crisis Services of Brevard (CSB) was established in 1963, has offered crisis line and I&R services since 1968, and began offering operational 24-hour 2-1-1 service to Brevard County in May, 2001. CSB is certified by the American Association of Suicidology.</p> <p>- Brevard County contains 16 municipalities and a population of approximately 489,522. CSB received approximately 10-14,000 inquiries annually prior to 2-1-1 implementation. CSB experienced a call volume increase of approximately 60% in the first month after 211 implementation. The increase in call volume in the first year of CSB's operation under 2-1-1 is 53% compared to the same time period in the prior year.</p>
LEC Involvement	BellSouth
Tariff	The original BellSouth tariff applied to 2-1-1 service in Florida consisted of a "generalized" N11 service tariff designed for commercial use (BellSouth - Florida; "General Subscriber Service Tariff - A39.1 Three-Digit Dialing Service", effective August 18, 1999). CSB incurred service establishment charges under this tariff. 2-1-1 services have since been provided under the BellSouth tariff revised specifically for 2-1-1 service. After service establishment, this tariff requires no Monthly Recurring Charge.
Rate Structure	After service establishment charges, no Monthly Recurring Charge is incurred.
Setup Costs	A total of \$9,400.00 in service establishment charges were incurred (\$6,300.00 for one "Tier 3" Local calling area and \$3,100.00 for one "Tier 4" local calling area) (see "Tariff" for more information).
Maintenance Costs	Under the revised BellSouth 211 tariff, no Monthly Recurring Charges are incurred.

Notes - LEC

As CSB originally applied to provide 2-1-1 service in mid-2000, service establishment charges were determined via the original N11 service tariff filed by BellSouth. 2-1-1 services for CSB have since been provided under the new BellSouth tariff designed specifically for 2-1-1. No Monthly Recurring Charge is therefore incurred.

Major Issues - LEC

- While no major obstacles have been encountered, BellSouth has experienced difficulty in implementing 2-1-1 in some areas of the southern part of Brevard County. This is due to those locations (and their telephone exchanges) being located within a separate Local Access Transport Area (LATA) than the remainder of the county. These issues were resolved and service to this part of the county was provisioned in December, 2001.

Wireless Development

No substantial progress has been made regarding wireless access issues.

Source(s)

Libby Donoghue, Executive Director - Crisis Services of Brevard [phone interview 8/8/01]
[updated 1/18/02] [updated 7/15/02] [updated 3/27/03]
<<http://www.crisis-services.org>>

BellSouth - Florida. "General Subscriber Service Tariff - A39.1 Three-Digit Dialing Service", effective August 18, 1999.

BellSouth – Florida. "General Subscriber Service Tariff - A13.79 211 Dialing Service", effective January 11, 2001. <<http://www.bellsouth.com>>

State	Florida (Hillsborough County)
Company/Project	Crisis Center of Tampa Bay, Inc. (CCTB)
Development Leaders	Crisis Center of Tampa Bay, United Way, Hillsborough County Government
Area Served	Hillsborough County, FL
2-1-1 Start Date	June 4, 2001
Utilities Commission	The Florida Public Service Commission (PSC) declared that it has no authority delegated to it from the FCC ruling and therefore recommended that I&Rs work directly with telephone companies for assignment and implementation of 2-1-1 services.
Legislation	Legislative proposals are under development and potential bill sponsors are being identified. The bill proposal will likely request an appropriation of approximately \$2 million for statewide 2-1-1 development. While it is not yet clear how this money will specifically be distributed, FLAIRS and United Way of Florida will likely administer funding.
System Design	Centralized. A single call center provides comprehensive, 24-hour I&R services to Hillsborough county (Tampa) using the 2-1-1 dialing code.
Databases	CCTB uses an IRis database containing approximately 1,500 programs.
Call Volume 2002	40,464
Call Volume 2003	Projection – 45,000
Notes - Project	<p>- Crisis Center of Tampa Bay has operated a comprehensive, 24-hour crisis intervention and I&R service (Hotline Services) serving a population of approximately 998,000 in Hillsborough County since the early 1970s. Hotline Services is one of ten divisions in CCTB, which include family support services, travelers aid, and sexual abuse treatment services. Prior to operational 2-1-1 services in June, 2001, Hotline Services received approximately 27-30,000 inquiries annually.</p> <p>- Implementation efforts began in the area in 1997. CCTB joined with I&R representatives from six other counties in the Tampa Bay area to form the Tampa Bay Area 211 Task Force. The Task Force is dedicated to developing 2-1-1 access for the region and providing important bases for joint marketing efforts. As the majority of the region falls into a single media market (with particular regard to television and radio coverage), a coherent public awareness campaign for 2-1-1 is necessary. The Task Force consists of I&R representatives from Pinellas, Hillsborough, Manatee, Sarasota, Pasco, and Polk Counties as well as representatives from Verizon, various area libraries, the University of South Florida, the Disabilities Council, and other I&Rs.</p>
Major Issues - Project	Few major specific obstacles have been expressed beyond the extensive period of time required to develop 2-1-1 services in the area. No opposition from the I&R community or other bodies was experienced.
LEC Involvement	Verizon
Tariff	None yet filed.
Rate Structure	After service establishment charges, a monthly recurring charge per central office is incurred.

Setup Costs	Contracted service establishment charges of \$120.00 per central office for programming of a single seven-digit point-to number. Hillsborough County's 28 central offices together incurred \$3,360.00 in service establishment charges.
Maintenance Costs	Contracted Monthly Recurring Charges of \$40.00 per central office. A total Monthly Recurring Charge of \$1,120.00 for Hillsborough County's 28 central offices is incurred. Verizon changed its fee structure effective January 2002.
Notes - LEC	<p>- Verizon conducts 211 implementation on an Individual Cost Basis with 2-11- call centers in the Tampa Bay area (this area is the only region of Florida for which Verizon is the primary LEC). Each 2-1-1 service contract provides three years of service.</p> <p>- Verizon is also a major provider of payphone service in the area. Verizon payphones are now capable of delivering 2-1-1 service, though some problems were experienced as of late summer, 2001 in achieving complete payphone coverage in the county.</p>
Major Issues - LEC	The only issue presented regarding LEC negotiations was the relative slowness of Verizon's response. Approximately three-and-a-half years were required between initial inquiries and eventual implementation of 211 service. CCTB representatives have indicated that this can create major difficulties in securing funding necessary for 2-1-1 implementation, as funding proposals need specific estimated cost figures in order to be successful.
Wireless Development	No substantial progress has been made regarding wireless access issues.
Source(s)	<p>Debra L. Harris, Director, 211/Hotline Services Division - Crisis Center of Tampa Bay, Inc. [phone interview 8/10/01] [updated 1/30/02] [updated 7/23/02] [updated 4/3/03] <http://www.crisiscenter.com></p> <p><i>St. Petersburg Times</i> (Tim Grant). "Hillsborough's 211 Hotline is Really Hot". July 24, 2001.</p> <p><i>St. Petersburg Times</i> (Tim Grant and Curtis Krueger). "Pinellas, Hillsborough Warm Up to 211 Service Hotline". July 24, 2001.</p>

State	Florida (Jacksonville)
Company/Project	United Way of Northeast Florida (United Way 2-1-1)
Development Leaders	United Way of Northeast Florida, United Way of Suwannee Valley, United Way of St. Johns County
Area Served	Baker, Bradford, Clay, Columbia, Duval, Hamilton, Nassau, Putnam, St. Johns, and Suwannee
2-1-1 Start Date	Duval 7/09/02 and other 9 Counties 5/01/03
Utilities Commission	The Florida Public Service Commission (PSC) declared that it has no authority delegated to it from the FCC ruling and therefore recommended that I&Rs work directly with telephone companies for assignment and implementation of 211 services.
Legislation	United Way of Northeast Florida was instrumental getting the Florida Legislature passed the Health and Human Services Act under Senate Bill 1276 during the Spring 2002 legislative session. The act will create The Florida Comprehensive and Automated Health and Human Services Eligibility System and also support the Florida 211 Network. 2-1-1 will be a major component of this new process, performing general I&R services and eligibility screening. A site will be selected and funded by the legislature to pilot the initiative during 2003. The legislation includes 211 call center guidelines based on the national guidelines recommended by AIRS and adopted by the National 211 Collaborative. The Florida Agency for Health Care Administration will adopt criteria to use for certifying 2-1-1 providers so they can participate in the Florida 211 Network. The legislation directs the Agency to use criteria recommended by the Florida Alliance of Information and Referral Services.
System Design	This is a 10 county regional 2-1-1 Call Center. Calls are passed from Central office to 2-1-1 Center via 800 lines.
Databases	Service Point by Bowman Systems
Call Volume 2002	68,291
Call Volume 2003	75,000 - 85,000 estimated
Notes - Project	Three United Way offices are collaborating with the State Department of Children and Families, The City of Jacksonville, Communities in Charge, and three HMIS (Homeless Coalition) projects.
Major Issues – Project	Cellular Phones is the #1 problem with only one Cellular Company complying with the FCC order. Many Business PBX's block the 2-1-1 number because it was a sex hotline before becoming United Way 2-1-1. There is some confusion in the minds of consumers used to calling "First Call" that the new 2-1-1 is a different organization.
LEC Involvement	BellSouth, Alltel, Northeast Florida Telco
Tariff	BellSouth submitted a 2-1-1 tariff pricing structure in December 2000.
Rate Structure	BellSouth: Tariffed flat rate for setup, no Monthly Recurring Charge (MCR).
Setup Costs	BellSouth: Tariffed service establishment charges are \$389.00 per calling area plus \$182.00 per central office in the service area(s).

Maintenance Costs

BellSouth: No monthly recurring charge is indicated. Toll calls that originate from outside the call center's local calling area will incur long-distance charges accordingly.

Notes - LEC

As the Florida PSC chooses not to actively administer decisions pertaining to 2-1-1 assignment and implementation, it falls to individual I&Rs to negotiate directly with the telcos concerning 2-1-1 assignment and subsequent service contracts. Each LEC can determine how 2-1-1 is to be assigned, "many have taken a 'first come, first serve' approach", and each LEC has a distinct process for the assignment of the number. For example, BellSouth requires that each I&R submit request documents to Price-Waterhouse-Coopers (first come, first served) while Verizon requires some level of community consensus verification that the 2-1-1 applicant is the preferred provider. Due to the "first come, first served" approach, FLAIRS and the United Way of Florida have encouraged respective members to submit requests quickly to avoid being preempted by non-I&R entities.

Major Issues - LEC

Due to lack of PSC authority, FLAIRS and the United Way of Florida conducted a meeting with LEC representatives (December 12, 2000), with the cooperation of the Florida Telecommunications Industry Association (FTIA), to facilitate the building of relationships between I&Rs and LECs.

Wireless Development

No substantial progress has been made regarding the wireless access issues.

Source(s)

Peter Bishop; United Way 2-1-1 Executive Director (and President of FLAIRS and Chairman of the AIRS Technology Committee, as well as a member of the Executive Committee) [email submission 4/1/03]

State	Florida (Leon County Area)
Company/Project	2-1-1 Big Bend, Inc. (formerly Telephone Counseling and Referral Service, Inc.)
Development Leaders	2-1-1 Big Bend, Inc.
Area Served	Franklin, Gadsden, Jefferson, Leon, Liberty, Madison, Taylor and Wakulla Counties
2-1-1 Start Date	February 11, 2003 was formal launch date (service was in stealth mode since April 2002)
Utilities Commission	The Florida Public Service Commission (PSC) declared that it has no authority delegated to it from the FCC ruling and therefore recommended that I&Rs work directly with telephone companies for assignment and implementation of 211 services.
Legislation	The Florida Legislature passed SB 1276 in Spring 2002 creating a pilot project for using a 211 call center as the gateway to health care eligibility screening. The United Way 211 in Jacksonville was selected as the pilot. In addition, the legislation authorized the Florida Agency for Health Care Administration (AHCA) to implement a certification process for 2-1-1 providers in the Florida 211 Network. AHCA, following the directive of the legislation, sought the advice of FLAIRS and adopted the AIRS Standards for Professional Information and Referral as the basis for the statewide 2-1-1 certification guidelines. Pending the results of the pilot project, which will be evaluated by December 2003, it is anticipated that new funding will be sought during the 2004 legislative session for statewide implementation of 2-1-1
System Design	Centralized. A single call center provides comprehensive, 24-hour I&R services to Leon County (Tallahassee) and seven neighboring counties (Franklin, Gadsden, Jefferson, Liberty, Madison, Taylor and Wakulla) using the 211 dialing code.
Databases	2-1-1 Big Bend uses an IRis 3.0 database containing approximately 1,400 programs. This database is available via the World Wide Web and is published in hardcopy form.
Call Volume 2002	11,141 (prior to the launch of 211 services)
Call Volume 2003	To be determined.
Notes - Project	2-1-1 Big Bend has operated a comprehensive, 24-hour crisis intervention and I&R service (Helpline 2-1-1) serving a population of approximately 376,371 in Leon County and the North Florida Big Bend Region since 1970. Helpline 2-1-1 is one of several hotline programs operated by 2-1-1 Big Bend. Other programs include the Florida HIV/AIDS Hotline, the Family Health Line (prenatal and early childhood and parenting issues), the Florida Breast and Cervical Cancer Hotline (cancer screening referrals), the Parent Helpline, the Substance Abuse I&R hotline and PhoneFriend (after-school warmline for children). In December 2002, the agency changed its name from Telephone Counseling & Referral Service to 2-1-1 Big Bend. It also adopted the national 2-1-1 logo as its local logo. Since the official launch of 2-1-1 services on February 11, 2003 there has not been a significant change in call load. The Helpline 2-1-1 averages between 1100 – 1200 completed calls per month. A formal 2-1-1 marketing campaign was not implemented with the 2-1-1 launch due to concerns about eliciting a major increase that would be unmanageable. However, new 2-1-1 marketing efforts are now underway to further introduce the 2-1-1 number to the community.
Major Issues - Project	Few major specific obstacles have been expressed beyond the extensive period of time required to develop 2-1-1 services in the area. No opposition from the I&R community or other bodies was experienced.
LEC Involvement	Sprint, GT Com, TDS Telecom, Bell South
Tariff	Sprint, Bell South.

Rate Structure	<p>BellSouth: Tariffed flat rate for setup, no Monthly Recurring Charge (MRC)</p> <p>Sprint: Tariffed flat rate for setup, no MRC is indicated</p> <p>GT Com: Flat rate for setup, no MRC is indicated (information incomplete)</p> <p>TDS Telecom: Flat rate for setup, no MRC is indicated (information incomplete)</p>
Setup Costs	<p>BellSouth: Tariffed service establishment charges are \$389.00 per basic calling area plus \$182.00 per the one central office in the service area.</p> <p>Sprint: A tariffed service establishment charge of \$100.28 per central office will be required.</p> <p>GT Com and TDS Telecom: No cost information provided at this time.</p>
Maintenance Costs	<p>BellSouth: No monthly recurring charge is indicated.</p> <p>Sprint: No monthly recurring charge is indicated.</p> <p>GT Com: No monthly recurring charge is indicated.</p> <p>TDS Telecom: No monthly recurring charge is indicated.</p> <p>Toll calls that originate from outside the call center's local calling area will incur long-distance charges accordingly.</p>
Notes - LEC	<p>Sprint is the primary LEC for four counties in the region (Leon, Jefferson, Madison and Wakulla). Bell South is the primary LEC for one community in the region (Havana, Gadsden County). GT Com is the primary LEC for three counties and part of another county (Liberty, Franklin, Taylor and parts of Gadsden counties). TDS Telecom is the primary LEC for parts of Gadsden County (Quincy, Greensboro, Gretna)</p> <p>Several payphone service providers are being identified in the area. Some use the 2-1-1 number for reporting payphone problems however, many payphone providers have been receptive to requests to change their routing of the 2-1-1 number to Helpline 2-1-1.</p>
Major Issues - LEC	<p>The service region includes eight counties and four primary LECs. Therefore, the time to takes to coordinate and establish 211 services has been lengthy.</p>
Wireless Development	<p>No substantial progress has been made regarding wireless access issues. Verizon and Sprint have been receptive to inquiries but no progress has been made thus far.</p>
Source(s)	<p>Randy Nicklaus, Executive Director, 2-1-1 Big Bend, Inc., 4/1/03</p> <p>www. 211bigbend.org</p>

State	Florida (Palm Beach Area)
Company/Project	The Center for Information and Crisis Services, Inc. (CICS)
Development Leaders	CICS, United Way, etc.
Area Served	Palm Beach, Martin, St. Lucie, Okeechobee and Indian River Counties
2-1-1 Start Date	February 11, 2002
Utilities Commission	The Florida Public Service Commission (PSC) declared that it has no authority delegated to it from the FCC ruling and therefore recommended that I&Rs work directly with telephone companies for assignment and implementation of 2-1-1 services.
Legislation	Legislative proposals are under development and potential bill sponsors are being identified. The bill proposal will likely request an appropriation of approximately \$2 million for statewide 2-1-1 development. While it is not yet clear how this money will specifically be distributed, FLAIRS and United Way of Florida will likely administer funding.
System Design	Centralized. A single call center provides comprehensive, 24-hour I&R services to Palm Beach, Martin, St. Lucie, Okeechobee and Indian River Counties using the 2-1-1 dialing code.
Databases	CICS uses an IRis database containing information for approximately 1,700 agencies and 5,000 programs. This database is available via the World Wide Web and is published in hardcopy form.
Call Volume 2002	100,984
Call Volume 2003	n/a
Notes - Project	<p>- The Center for Information and Crisis Services has offered comprehensive Information and Referral services, crisis intervention, and suicide intervention in the Palm Beach County since the early 1970s. CICS operates three primary telephone services, CrisisLine (a 24-hour Information and Referral and telephone counseling and crisis intervention service), Elder HelpLine (a specialized I&R service for those over 60 years of age), and Teen HotLine. Approximately 75,000 calls were received between the three I&R services in 2001. CICS is accredited by AIRS and the American Association of Suicidology.</p> <p>- CICS provides I&R services for a four county region in Southeastern Florida (Martin, Okeechobee, Palm Beach, Indian River and St. Lucie Counties) with a population of approximately 1.5 million. CICS began offering operational 2-1-1 services in Palm Beach County in mid-February, 2002 and in the surrounding counties in late 2002.</p> <p>United Way of Martin County applied to administer the 2-1-1 dialing code via BellSouth's tariff in Martin and St. Lucie Counties. United Way of St. Lucie County has paid for the tariff and is working in partnership with CICS to support 2-1-1 in St. Lucie County. United Way of Martin County holds a partnership relation with CICS to provide I&R services for Martin County. CICS therefore provides I&R services using 2-1-1 for those counties under this partnership.</p>
LEC Involvement	BellSouth, Sprint
Tariff	BellSouth submitted a 2-1-1 tariff pricing structure in December, 2000. Sprint submitted a tariff in Florida in 2001. The content of both of these tariffs is detailed under the "Rate Structure" and "Setup Costs" heading for the respective LECs.

Rate Structure	<p>BellSouth: Tariffed flat rate for setup, no Monthly Recurring Charge (MRC)</p> <p>Sprint: Tariffed flat rate for setup, no MRC is indicated</p>
Setup Costs	<p>BellSouth: Tariffed service establishment charges are \$389.00 per basic calling area plus \$182.00 per central office in the service area(s).</p> <p>Sprint: A tariffed service establishment charge of \$100.28 per central office will be required.</p>
Maintenance Costs	<p>BellSouth: No monthly recurring charge is indicated. Toll calls that originate from outside the call center's local calling area will incur long-distance charges accordingly.</p> <p>Sprint: No monthly recurring charge is indicated.</p>
Notes - LEC	<p>- As the Florida PSC chooses not to actively administer decisions pertaining to 2-1-1 assignment and implementation, it falls to individual I&Rs to negotiate directly with the telcos concerning 2-1-1 assignment and subsequent service contracts. Each LEC can determine how 2-1-1 is to be assigned, "many have taken a 'first come, first serve' approach", and each LEC has a distinct process for the assignment of the number. For example, BellSouth requires that each I&R submit request documents to Price-Waterhouse-Coopers (first come, first served) while Verizon requires some level of community consensus verification that the 2-1-1 applicant is the preferred provider. Due to the "first come, first served" approach, FLAIRS and the United Way of Florida have encouraged respective members to submit requests quickly to avoid being preempted by non-I&R entities.</p> <p>- BellSouth is the primary LEC for Martin, Palm Beach, and St. Lucie Counties. Sprint provides services for Okeechobee County. Expansion of 2-1-1 services offered by CICS in the counties outside of Palm Beach is expected by the end of 2002. The 2-1-1 dialing code is currently held in Martin and St. Lucie Counties by an adult entertainment service. The BellSouth tariff for 2-1-1 services states that any 2-1-1 operators not offering Information and Referral services must release the number within six months of the start of 211 Information and Referral operations. By mid-August, the current 2-1-1 operator in Martin and St. Lucie Counties will release the dialing code to CICS.</p> <p>- CICS representatives were contacted by Coin Management, a payphone operator in the area, to explore the possibilities of offering payphone access to 2-1-1. While this service is not yet operational, the payphone operator appears positively interested in the concept.</p>
Wireless Development	No substantial progress has been made regarding wireless access issues.
Source(s)	<p>Susan Buza, Director of Development – Center for Information and Crisis Services, Inc. [updated 4/15/03] <http://www.iandr.org></p> <p>Bruce Greenstein, Resource and Technology Specialist – Center for Information and Crisis Services, Inc. [phone interview 2/27/02]</p> <p>BellSouth – Florida. "General Subscriber Service Tariff - A13.79 211 Dialing Service", effective January 11, 2001. <http://www.bellsouth.com></p> <p>Sprint – Florida, Inc. "General Exchange Tariff, Section A10. N11 Services". <http://www.sprint.com></p>

State	Florida (Pinellas)
Company/Project	2-1-1 Tampa Bay Cares, Inc.
Development Leaders	2-1-1 Tampa Bay Cares, Inc.
Area Served	Pinellas and Hernando Counties
2-1-1 Start Date	April 2001
Utilities Commission	The Florida Public Service Commission (PSC) declared that it has no authority delegated to it from the FCC ruling and therefore recommended that I&Rs work directly with telephone companies for assignment and implementation of 2-1-1 services.
Legislation	Legislation has been passed for a 2-1-1 pilot project (SB1276) which also includes certification of 2-1-1 sites throughout Florida.
System Design	Centralized. A single call center provides comprehensive, 24-hour I&R services to Pinellas County (St. Petersburg) and Hernando County using the 2-1-1 dialing code.
Databases	2-1-1 Tampa Bay Cares uses an IRis database encompassing approximately 1,300 agencies and 4,000 programs. This database is available on the World Wide Web. No plans are currently underway to link area call centers for purposes of database sharing.
Call Volume 2002	60,826 calls
Call Volume 2003	65,000 calls
Notes - Project	<p>- 2-1-1 Tampa Bay Cares, Inc. has provided comprehensive, 24-hour, bilingual I&R services as Helpline to a population of approximately 920,000 in Pinellas County since the early 1970s. 2-1-1 Tampa Bay Cares also operates a volunteer coordination service called the Volunteer Action Center (VAC). Both of these services are now accessible via 2-1-1 (operational in April, 2001). 2-1-1 Tampa Bay Cares receives funding from the Juvenile Welfare Board, Pinellas County Government, the Pinellas County Community Foundation, the Department of Children and Families, Family Continuity Program, the United Way of Tampa Bay, United Way of Hernando County, and from private donations. 2-1-1 uses an annual operating budget of approximately \$680,000.00</p> <p>- Prior to 2-1-1 implementation, neither Helpline nor VAC were heavily promoted, with Helpline receiving approximately 41,000 inquiries annually and VAC receiving approximately 3,000 calls each year. Upon operational 211 service in April, 2001, marketing efforts were increased dramatically, and 2-1-1 experienced an increase of approximately 79% in monthly call volume (approximately 5,200 calls were received in June, 2001, and approximately 5,600 calls were received in July 2001). While this volume is not necessarily expected to be sustained, a substantial increase over previous call volume is expected.</p> <p>- Implementation efforts began in the area in 1997. 2-1-1 Tampa Bay Cares joined with I&R representatives from six other counties in the Tampa Bay area to form the Tampa Bay Area 211 Task Force. The Task Force is dedicated to developing 2-1-1 access for the region and providing important bases for joint marketing efforts. As the majority of the region falls into a single media market (with particular regard to television and radio coverage), a coherent public awareness campaign for 2-1-1 is necessary. The Task Force consists of I&R representatives from Pinellas, Hillsborough, Manatee, Sarasota, Pasco, and Polk Counties as well as representatives from Verizon, various area libraries, the University of South Florida, the Disabilities Council, and other I&Rs.</p> <p>-Phantom calls were addressed by having callers "press 2" to get into the system.</p>

Major Issues - Project	Few major specific obstacles have been expressed beyond the extensive period of time required to develop 2-1-1 services in the area. No opposition from the I&R community or other bodies was experienced.
LEC Involvement	Verizon
Tariff	None yet filed.
Rate Structure	Verizon has changed the price 3 different times in the past 2 years. There is no consistency in pricing 2-1-1 in the state. Verizon is pricing 2-1-1 on a case by case basis.
Setup Costs	In June 2001, contracted service establishment charges of \$120.00 per central office for programming of a single seven-digit point-to number. Pinellas County's 22 central offices together incurred \$2,640.00 in total setup charges. In May 2002, Verizon changed their set-up and on-going costs. Starting in June 2002 there was no longer any recurring costs associated with 2-1-1 and set-up costs were reduced. 2-1-1 Tampa Bay Cares did receive a refund from Verizon based on current pricing schedule retro to June 2001. In March 2003, Verizon changed their set-up and on-going costs again and may start charging again for recurring costs. Verizon will be pricing setup costs on a case by case basis.
Maintenance Costs	Verizon will be pricing setup and on-going costs on an individual basis.
Notes - LEC	<p>- Verizon conducts 2-1-1 implementation on an Individual Cost Basis with 2-1-1 call centers in the Tampa Bay area (this area is the only region of Florida for which Verizon is the primary LEC). Each 211 service contract provides three years of service.</p> <p>- Verizon is also a major provider of payphone service in the area. Verizon payphones are now capable of delivering 2-1-1 services, though some problems were experienced as of late summer, 2001, in achieving complete payphone coverage in the county.</p> <p>-Verizon programmed the baud tones in the auto attendant message directing TDD callers to "press 3" for routing to the TDD machine.</p>
Major Issues - LEC	<p>The only issue presented in LEC negotiations was the relative slowness of Verizon's response. Approximately three-and-a-half years were required between initial inquiries and eventual implementation of 2-1-1 service.</p> <p>Verizon continues to change their pricing on a frequent basis due to lack of PSC involvement.</p>
Wireless Development	No substantial progress has been made regarding wireless access issues.
Source(s)	<p>Micki Thompson, Program Manager – 2-1-1 Tampa Bay Cares, Inc. [phone interview 8/9/01] [updated 1/30/02] [updated 7/24/02] [update 3/24/03] <http://www.211tampabay.org></p> <p><i>St. Petersburg Times</i> (Tim Grant). "Hillsborough's 211 Hotline is Really Hot". July 24, 2001.</p> <p><i>St. Petersburg Times</i> (Tim Grant and Curtis Krueger). "Pinellas, Hillsborough Warm Up to 211 Service Hotline". July 24, 2001.</p>

State	Georgia (Athens Area)
Company/Project	Community Connection of Northeast Georgia (CCNG)
Development Leaders	CCNG, United Way, etc.
Area Served	Barrow, Clarke, Elbert, Franklin, Greene, Jackson, Jasper, Madison, Morgan, Newton, Oconee, Oglethorpe, Walton and Wilkes Counties
2-1-1 Start Date	March 2001
Utilities Commission	Georgia Public Service Commission (GPSC) administers applications submitted by service providers for the assignment of 211 status.
System Design	Centralized - A single call center answers inquiries for a 14 county area around Athens, Georgia. CCNG is not a 24-hour I&R. Off-hours calls in the Athens service area therefore "roll-over" to United Way 211's call center in Atlanta. Currently, due to the low off-hours call volume originating from the Athens area, rollover service will be provided via a no-cost contract.
Databases	CCNG utilizes an IRis database.
Call Volume 2002	15,964
Call Volume 2003	23,946 projected
Notes - Project	<p>- CCNG received GPSC approval for delivery of 2-1-1 service in August, 2000. Initial installation of 2-1-1 service began in January, 2001, and was completed for the Athens service area in March, 2001. GAIRS has expressed a desire for CCNG to provide 2-1-1 services for an expanded area in the future.</p> <p>- CCNG has been operational since 1984 and is a private, not-for-profit organization serving a population of approximately 350,000. CCNG operates a comprehensive I&R (now the 2-1-1 call center), and two specialized I&R services as well as providing human services of its own.</p>
Major Issues - Project	
LEC Involvement	BellSouth, Alltel
Tariff	<p>- BellSouth: The original BellSouth tariff applied to 2-1-1 service in Georgia consisted of a "generalized" N11 service tariff designed for commercial use ("General Subscriber Service Tariff - A39. Abbreviated Dialing", effective September 25, 1999). Initial setup costs for three area counties indicated to CCNG were determined via this tariff (\$10,200.00 for one "Tier 2" calling area setup and \$2,650.00 for each of two "Tier 4" calling area setups). The new BellSouth tariff, designed for specific 211 dialing service ("General Subscriber Service Tariff - A13. Miscellaneous Service Arrangements", effective January 13, 2001), calls for setup charges of \$389.90 per Basic Local Calling Area and \$155.00 per central office in that area. No MRC or additional usage charges are indicated in this tariff. BellSouth has agreed to apply the new 2-1-1 tariff to services rendered for CCNG.</p> <p>- Alltel: A tarified setup charge of \$500.00 per basic local calling area (three calling areas are involved) and a tarified MRC of \$35.00 for each basic local calling area will be incurred. This MRC is an initial charge, and may be increased in the future depending on call volume. Call volume will be determined by a calling study conducted each May and adjusted accordingly if necessary. Flat rate MRCs are as follows: 1-500 calls per month = \$35.00 MRC; 500-1000 calls per month = \$70.00 MRC; 1001+ calls per month = \$100.00 MRC.</p>

["General Customer Services Tariff - Section 11.1: 211 Access to Community Information and Referral", effective March 3, 2001].

Rate Structure

- BellSouth: A tariffed flat rate for setup, no MRC is indicated
- Alltel: A tariffed flat rate for setup and a flat rate MRC based upon local calling areas and monthly call volume. [see "Tariff" for more information]

Setup Costs

See "Tariff" for setup cost information.

Maintenance Costs

See "Tariff" for MRC information.

Notes – LEC

January, 2001 began initial central office programming in the Athens area. Complete coverage was achieved in March, 2001 (outlying counties experienced some degree of "programming difficulty"). Original costs indicated to CCNG by BellSouth (and subsequently accepted) for 2-1-1 setup were determined via the application of the original, general N11 services tariff. Costs under the new tariff are a great deal lower and, presumably due to the timing of 2-1-1 installation, will be the costs actually incurred by CCNG [see "Tariff" for more information].

Major Issues - LEC

Wireless Development

Source(s)

Donna Robinson, Database Manager 211 Community Connection [updated 4/22/03]

State	Georgia (Atlanta Metropolitan Area)
Company/Project	United Way of Metropolitan Atlanta (UWMA)/ United Way 211
Development Leaders	United Way of Metropolitan Atlanta
Area Served	13 counties
2-1-1 Start Date	July 1997
Utilities Commission	Georgia Public Service Commission administers applications submitted by service providers for the assignment of 2-1-1 status.
System Design	Centralized - a single call center handles inquiries from a 13-county metro area, maintains its own database, etc. United Way 211 also provides off-hours I&R services for 2-1-1 call centers in Athens.
Databases	Consists of an "Alliance"-a SQL-database (run on a Windows-NT server-based system).
Call Volume 2002	292,000
Notes - Project	UWMA administered previous First Call For Help I&R service.
Major Issues - Project	None
LEC Involvement	BellSouth, Alltel (provides coverage for an extremely small community in the metropolitan area).
Tariff:	<p>BellSouth: The original BellSouth tariff applied to 211 service in Georgia consisted of a "generalized" N11 service tariff designed for commercial use ("General Subscriber Service Tariff - A39. Abbreviated Dialing", effective September 25, 1999). Setup costs incurred to UWMA were determined via this tariff (\$30,000.00 per "Tier 1" Local Calling Area). Usage charges under this tariff were per-call, per-minute (\$.03 for initial minute, \$.02 each additional minute). Subsequent 211 systems in Georgia have incurred charges based on the new tariff outlined below. The new BellSouth tariff is designed for specific 211 dialing service ("General Subscriber Service Tariff - A13.79 211 Dialing Service", effective January 13, 2001). This tariff calls for setup charges of \$389.90 per Basic Local Calling Area and \$155.00 per central office in that area. No MRC or additional usage charges are indicated in this tariff.</p> <p>Alltel: A tariffed setup charge of \$500.00 per basic local calling area (three calling areas are involved) and a tariffed MRC of \$35.00 for each basic local calling area will be incurred. This MRC is an initial charge, and may be increased in the future depending on call volume. Call volume will be determined by a calling study conducted each May and adjusted accordingly if necessary. Flat rate MRCs are as follows: 1-500 calls per month = \$35.00 MRC; 500-1000 calls per month = \$70.00 MRC; 1001+ call per month = \$100.00 MRC. ["General Customer Services Tariff - Section 11.1: 211 Access to Community Information and Referral", effective March 3, 2001].</p>
Rate Structure	See "Tariff" for past and current rate structure information.
Setup Costs	Approximately \$30,000 for programming of 60 switches. See "Tariff" for past and current setup cost information.
Maintenance Costs	None.

Major Issues - LEC

UWMA representatives have described relationships with LECs as extremely friendly and smooth since initial inception of 2-1-1. United Way 211 has been denied pay telephone access. BellSouth, the primary pay telephone operator in Metropolitan Atlanta, has indicated that it plans to divest its interest in pay telephone operations and does not wish to invest funding in public telephone accessibility for 2-1-1.

Wireless Development

Currently negotiating with several providers to facilitate cellphone access to 211.

Source

Betty Hanacek, Asst. VP, 211 (404) 527-3505 [updated 4/1/03]

State	Georgia (Columbus Area)
Company/Project	CONTACT Chattahoochee Valley, Inc.
Development Leaders	CONTACT Chattahoochee Valley / United Way
Area Served	Harris, Talbot, Taylor, Muscogee, Chattahoochee, Sumter, Stewart, Webster, Quitman, Randolph, Clay, Macon, Marion, and Schley counties in GA. In Alabama, Lee and Russell counties are served
2-1-1 Start Date	January 2000
Utilities Commission	Georgia Public Service Commission administers applications submitted by service providers for the assignment of 2-1-1 status. See "Major Issues - Project" for further comments.
System Design	Centralized. A single call center answers calls from a 16 county area in western Georgia and eastern Alabama (14 counties in Georgia, two in Alabama).
Databases	Database resources consist of an IRIS database containing information on more than 1200 programs. The database is not available on the Internet.
Call Volume 2002	7,000 Most callers still were using old seven digit numbers
Call Volume 2003	20,000 (estimated)
Notes - Project	<p>CONTACT Chattahoochee Valley has operated a comprehensive, 24-hour I&R service for the Chattahoochee Valley Region of western Georgia and eastern Alabama since 1979 and changed their phone number to 2-1-1 in January, 2000. CONTACT Chattahoochee Valley is part of a national organization crisis center providers (CONTACT U.S.A.) providing accreditation standards and operational guidance. CONTACT Chattahoochee Valley of Columbus, Georgia currently employs six full-time staff and two part-time staff. This staff is augmented by a number of volunteers who also respond to 2-1-1 inquiries.</p> <p>Prior to 2-1-1 implementation, CONTACT Chattahoochee Valley handled approximately 20,000-21,000 inquiries per year. Since 2-1-1 service became operational, projected annual call volume has increased to approximately 30,000 (marketing campaigns for public awareness of 2-1-1 in the Columbus area did not begin until July, 2000; 2-1-1 call volume for the first seven months of 2-1-1 operation was therefore much lower than would generally be expected).</p> <p>In 1997, United Way approached CONTACT Chattahoochee Valley with a proposal for CONTACT Chattahoochee Valley to "absorb" the local United Way-administered I&R service, First Call For Help. This was prompted by the high degree of "parallel" services offered and the large number of similar inquiries between the two services. The "merger" was underway and was largely being funded by United Way. 2-1-1 implementation occurred with the opening of a new call center in January 2000. The facility featured a greatly expanded call room, an all purpose community room, and office space for the staff.</p>
Major Issues - Project	Currently, the primary issues facing CONTACT Chattahoochee Valley deal with continuing funding for maintenance and development of existing 211 resources and with providing high levels of service to the regional population (bilingual service, 211 awareness, etc).
LEC Involvement	BellSouth, Alltel, Public Service Company, Waverly Hall Telephone Company, ITC Deltacom

Tariff	<p>- BellSouth: the original BellSouth tariff applied to 2-1-1 service in Georgia consisted of a "generalized" N11 service tariff designed for commercial use ("General Subscriber Service Tariff - A39. Abbreviated Dialing", effective September 25, 1999). Setup costs incurred to CONTACT Helpline were determined via this tariff. (\$10,200.00 per "Tier 2" Local Calling Area). Usage charges under this tariff are per-call, per-minute (\$.03 for initial minute, \$.02 each additional minute). In January 2001, BellSouth dropped the cost per call, except when the 211 number points to an 800 number. In January 2002, CONTACT switched to ITC Deltacom as their primary provider. ITC Deltacom was able to give CONTACT a lower rate on 800 charges.</p> <p>- Alltel: a tariff specifically designed for 2-1-1 service in Georgia requires a nonrecurring service establishment charge of \$500.00 per Local Calling Area (per 211 service number) and a flat rate per month based on call volume (1-500 calls per month = \$35.00; 501-1,000 calls per month = \$70.00; 1,001+ calls per month = \$100.00) ("General Customer Services Tariff - Sec. 11. Abbreviated Dialing", effective March 3, 2001).</p>
Rate Structure	See "Tariff" for rate structure information.
Setup Costs	<p>- BellSouth: \$10,200.00 for programming of central offices in a "Tier 2" Local Calling Area (see "Tariff" for more information).</p> <p>- Alltel: \$500.00 for programming of central offices in one Local Calling Area.</p>
Maintenance Costs	<p>- BellSouth: usage charges originally were per-call, per-minute (\$.03 for initial minute, \$.02 each additional minute). In January 2001, BellSouth dropped the per-minute charge. In January 2002, CONTACT switched to ITC Deltacom. See "Tariff" for more information.</p> <p>- Alltel: a flat rate Monthly Recurring charge dependent upon call volume is required. This call volume is based only on calls originating from Alltel customers (see "Tariff" for more information).</p>
Notes - LEC	2-1-1 calls to CONTACT Helpline are routed to a toll-free 800 point-to number.
Wireless Development	While wireless access is an issue for CONTACT Chattahoochee Valley, developing and maintaining landline-based 2-1-1 service is the main priority.
Source(s)	<p>Carl Hopp [email submission 4/15/03]</p> <p>Annetta Berry, Executive Director - CONTACT Helpline [phone interview 7/24/01] [updated 7/10/02]</p> <p><http://www.contact211.org></p>

State	Georgia (Macon Area)
Company/Project	United Way 211
Development Leaders	United Way of Central Georgia
Utilities Commission	Georgia Public Service Commission administers applications submitted by service providers for the assignment of 211 status.
System Design	Centralized. A single call center provides service to a 15-county area of central Georgia.
Databases	United Way 211 currently uses an IRis database containing approximately 4,000 resources. This database was developed from a previously-existing database utilized by HODAC, Inc. and United Way's Community Resource Center. One full-time staff member is responsible for maintenance and administration of database.
Notes - Project	<ul style="list-style-type: none"> - United Way 211 serves a 15-county area of central Georgia with a population of approximately 470,000 (the cities of Macon, Warner Robbins, and Milledgeville are located in this area) and began offering operational 24-hour 211 service in August, 2001. - An annual budget of approximately \$130-140,000.00 is expected for 211 call center operations (this number does not include a separate budget for marketing). - Funding for 211 development was largely received from foundation grants. "The Peyton Anderson Foundation provided a \$100,000.00 grant. Other grants were received from Capital City Bank, E.J. Grassman Foundation, Agrilink Foods/ProFac Foundation, and from other foundations wishing not to be recognized."* * - United Way 211 Website <http://www.unitedwaycg.com/211.htm>
Major Issues - Project	No major obstacles have been expressed. Local 911 representatives have been contacted for informational purposes; as have the Red Cross and a number of specialized I&Rs.
LEC Involvement	BellSouth, Alltel, ComSouth, Accucomm Telecommunications, Public Service Telephone Company
Tariff	<ul style="list-style-type: none"> - BellSouth: A BellSouth tariff designed for specific 211 dialing service is applied ("General Subscriber Service Tariff - A13.79 211 Dialing Service", effective January 13, 2001). This tariff calls for setup charges of \$389.90 per Basic Local Calling Area and \$155.00 per central office in that area. No MRC or additional usage charges are indicated in this tariff. - Alltel: a tariff specifically designed for 211 service in Georgia requires a nonrecurring service establishment charge of \$500.00 per Local Calling Area (per 211 service number) and a flat rate per month based on call volume (1-500 calls per month = \$35.00; 501-1,000 calls per month = \$70.00; 1,001+ calls per month = \$100.00) ("General Customer Services Tariff - Sec. 11. Abbreviated Dialing", effective March 3, 2001). - Other LECs: The Public Service Telephone Company has indicated that its 211 service tariff will likely closely resemble that of BellSouth.
Rate Structure	- BellSouth: After service establishment charges, no monthly recurring rates or charges will be incurred.

- Alltel: After service establishment charges, a monthly rate based on call volume is incurred.
- Other LECs: The Public Service Telephone Company has indicated that its 211 service tariff will likely resemble closely that of BellSouth. The other two involved LECs have not yet submitted tariffs and have not indicated what future tariffs might contain.

Setup Costs Total service establishment costs are unknown.

Maintenance Costs None.

Notes - LEC

Major Issues - LEC No major obstacles have been indicated.

Wireless Development

Source(s) Tammie Collins - United Way 211 [phone interview 8/2/01] [updated 8/9/01]
[updated 6/25/02]
United Way 211 Website <<http://www.unitedwaycg.com/211.htm>>

State	Georgia (Northwest)
Company/Project	United Way of Northwest Georgia (UWNG) Community Connection
Development Leaders	United Way of Northwest Georgia, United Way of Gordon County
Area Served	Whitfield, Murray and Gordon Counties, Georgia
2-1-1 Start Date	August 2001
Utilities Commission	Georgia Public Service Commission administers applications submitted by service providers for the assignment of 211 status.
System Design	Centralized. A single call center handles calls from a three county area of northwestern Georgia.
Databases	Approximately 400-500 programs are included in Community Connection's resource list.
Call Volume 2002	350-400 calls per month (average)
Call Volume 2003	500 calls per month (projected)
Notes - Project	- United Way of Northwest Georgia operates the Community Connection service serving a population of approximately 170,000 in Murray, Whitfield and Gordon counties. 2-1-1 service became operational in Murray and Whitfield counties August 15, 2001. Gordon County was added in April 2003.
Major Issues - Project	No obstacles to 2-1-1 implementation have been expressed.
LEC Involvement	Alltel, BellSouth, Frontier Communications
Tariff	- Alltel: a tariff specifically designed for 2-1-1 service in Georgia requires a nonrecurring service establishment charge of \$500.00 per Local Calling Area (per 2-1-1 service number) and a flat rate per month based on call volume (1-500 calls per month = \$35.00; 501-1,000 calls per month = \$70.00; 1,001+ calls per month = \$100.00) ("General Customer Services Tariff - Sec. 11. Abbreviated Dialing", effective March 3, 2001).
Rate Structure	After service establishment charges, a monthly recurring charge will be incurred based on call volume (see "Tariff" for more information).
Setup Costs	Estimated total setup costs of \$1,500.00 for three Local Calling Areas (see "Tariff" for more information).
Maintenance Costs	A monthly recurring charge based on call volume will be incurred (see "Tariff" for more information).
Notes - LEC	Alltel is the exclusive provider of 2-1-1 routing services in Murray and Whitfield counties. BellSouth and Frontier Communications are the exclusive LECs in Gordon County
Major Issues - LEC	No obstacles to 2-1-1 implementation with regard to LEC negotiations has been expressed.
Wireless Development	Wireless issues will most likely be explored when effective strategies for wireless implementation become more apparent on a wider or national level.

Source(s)

David Aft, President - United Way of Northwest Georgia [phone interview 7/31/01] [updated 3/27/03]

State	Georgia (Savannah Area / Coastal Empire)
Company/Project	United Way of the Coastal Empire (UWCE) / First Call For Help
Development Leaders	United Way of the Coastal Empire
Utilities Commission	Georgia Public Service Commission administers applications submitted by service providers for the assignment of 211 status.
System Design	Centralized. A single call center handles calls from a three county area.
Databases	First Call For Help currently uses an IRis database covering approximately 600 programs. Issues for sharing database information with other call centers are being addressed.
Notes - Project	UWCE's First Call For Help is a comprehensive I&R service for Effingham, Bryan, and Chatham (Savannah) counties established in 1984. First Call For Help serves a population of approximately 270,000 and receives approximately 6-7,000 inquiries annually. First Call For Help began exploring 211 implementation in April, 2000 and became operational with 211 service in August, 2001.
Major Issues - Project	No major obstacles or opposition have been expressed.
LEC Involvement	BellSouth, Alltel
Tariff	BellSouth: A BellSouth tariff designed for specific 211 dialing service is applied ("General Subscriber Service Tariff - A13.79 211 Dialing Service", effective January 13, 2001). This tariff calls for setup charges of \$389.90 per Basic Local Calling Area and \$155.00 per central office in that area. No MRC or additional usage charges are indicated in this tariff.
Rate Structure	See "Tariff" for rate structure information.
Setup Costs	BellSouth: Approximately \$2,800.00 for service establishment.
Maintenance Costs	None.
Notes - LEC	<p>- BellSouth is the primary service provider in this area. Five other LECs, however, will be involved in providing full coverage for the area served by First Call For Help (Planters Telephone, Coastal Communications, Pembroke Telephone, KMC Telephone, and New South Communications). Each of these LECs has been approached regarding 211 implementation.</p> <p>- In the process of becoming operational with 211 service, First Call For Help installed a new call center phone system with an Automatic Call Distributor (ACD). Alltel is the equipment vendor for these upgrades.</p>
Wireless Development	Wireless issues will most likely be explored when effective strategies for wireless implementation become more apparent on a wider or national level.
Source(s)	Bonnie Dixon, Vice President Outreach Services - United Way of the Coastal Empire [phone interview 7/31/01] [updated 1/30/02]

State	Hawaii
Company/Project	Aloha United Way 211 (AUW 211)
Development Leaders	Aloha United Way (AUW)
Area Served	Entire state
2-1-1 Start Date	July 16, 2002
Utilities Commission	The Hawaii Public Utilities Commission (HPUC) corresponded with Aloha United Way in December, 2001 recommending that AUW work directly with Verizon to develop 2-1-1 services in Hawaii. No regulatory or facilitative action has been taken by HPUC with regard to 211.
Legislation	None yet pursued.
System Design	Centralized. A single call center located in Honolulu and administered by Aloha United Way 211 will handle calls on a statewide basis.
Databases	AUW 211 currently utilizes a customized database (based on FoxPro) containing entries on over 4,000 services. Are currently working to convert to Alliance Pro software.
Call Volume 2002	Over 47,000.
Call Volume 2003	
Notes - Project	<p>Aloha United Way 211 is a statewide, comprehensive I&R service. AUW 211 is available 24 hours, 7 days/week.</p> <p>Many specialized I&R services in Hawaii see the implementation of 2-1-1 as an enhancement to their abilities to provide services. Many have therefore expressed support for the use of 2-1-1 and for its administration by AUW.</p>
Major Issues – Project	
LEC Involvement	Verizon.
Tariff	One time non-recurring charge.
Rate Structure	One time, non-recurring charge.
Setup Costs	Approximately \$17,000.
Maintenance Costs	Approximately \$1000/month.
Notes - LEC	
Wireless Development	Cingular, Nextel, AT&T, and T-Mobile have made 2-1-1 accessible via their wireless services. Sprint PCS and Verizon wireless, however, are not offering 2-1-1 to their Hawaii customers at this time.
Source(s)	Havinne Anderson, Program Director, Aloha United Way 211 [updated 4/1/03]

State	Idaho
Company/Project	211 Idaho CareLine
Development Leaders	211 Idaho Project, Saint Alphonsus Regional Medical Center (SARMC), Idaho, Department of Health and Welfare (Idaho CareLine), Junior League of Boise, Mountain, States Group, United Way of Treasure Valley, and the Governor's Coordinating Council for Families and Children
Area Served	Currently 80% statewide.
2-1-1 Start Date	September 2002
Utilities Commission	The Idaho Public Utilities Commission (IPUC) has stated that it has no authority to administer 2-1-1 applications or to regulate LEC pricing for N11 services. IPUC took a relatively "hands-off" approach to 2-1-1 implementation and indicated that negotiations are to be carried out directly between 2-1-1 service providers and LECs. PUC staff have, however, acted as consultants and provided valuable input.
Legislation	No legislation is currently pursued.
System Design	Centralized. A single call center will provide services. In May 2002 a Memorandum of Agreement was signed between the parties for the Idaho CareLine (part of the Idaho Department of Health and Welfare) to be the 2-1-1 call center. The Idaho CareLine will provide services at the current operating level (M-F, 8-6 p.m.). Initially the service was implemented in a ten-county area around Boise as a pilot project. The service area quickly expanded to 34-counties throughout Idaho. The seven counties in the upper most northern part of Idaho is currently without the 2-1-1 service. It is anticipated the service will be operational statewide by June 2003 (see "Notes - Project" for more information).
Databases	Idaho CareLine currently utilizes an IRis database covering approximately 3,700 programs. As part of a software upgrade from IRis 2.3 to 3.0, a complete updating the database is in its final stages. This single database will be used in the interest of accurate call tracking and maintenance issues. The statewide database is not available on-line by use of IRis for the Web (www.211idaho.org).
Call Volume 2002	Call data is maintained by SFY (State Fiscal Year – July 1 to June 30). During SFY 2002 the Idaho CareLine received 38,213 calls.
Call Volume 2003	The first seven months of SFY 2003, the Idaho CareLine has received 20,487. Marketing of the 2-1-1 service is scheduled to begin in June 2003.
Notes - Project	<p>- 211 Idaho was established in 1997 through funding from Junior League of Boise and receives support from Junior League, Mountain States Group, Saint Alphonsus Regional Medical Center (SARMC), Idaho Department of Health and Welfare (IDHW) and United Way of Treasure Valley, Idaho Community Foundation, the Idaho Commission for National and Community Service "AmeriCorps," and a growing number of community-based organizations statewide. In November 2001, 211 Idaho Project was awarded a significant two-year start up grant by M.J. Murdock Charitable Trust. With this key funding in place, implementation has begun, including steps to contract with Idaho telephone companies and to prepare the Idaho CareLine Call Center to provide phone coverage for 211, first in Southwest Idaho, and then statewide, beginning in September 2002.</p> <p>- IDHW's Idaho CareLine is the only comprehensive, statewide health and human service I&R provider in Idaho and has been in operation since the early 1990s. A public/private partnership, created through a Memorandum of Understanding signed between 211 Idaho Project and IDHW in the spring of 2002, has enabled 211 Idaho and Idaho CareLine to merge their strengths, avoid duplication, and produce an enhanced, centralized 211 service</p>

featuring a new state-of-the-art call center and enlarged staff.

-The Governor's Coordinating Council for Families and Children (GCCFC) continues its endorsements and support, seeking practical ways to promote 211 to the whole state. The GCCFC invited staff from the Idaho CareLine and 211 Idaho Project to be involved with six Roundtable events held across the state in May 2002. This opportunity enabled a joint announcement of the 2-1-1 service and the Idaho CareLine partnership, which will enhance the Idaho CareLine's bilingual service and provide easier access to information and referral for all Idaho citizens. Approximately 190 surveys were gathered from individuals and agencies who offered their support in bringing 211 services to their local communities and to assist with advertising this new service in their agency newsletters, communities, and with their customers. A further benefit was the identification of approximately 200-300 new resources for inclusion in the statewide database, along with hundreds of advocacy or professional community organizations that support programs for children and families. The GCCFC will again be holding six Roundtable events throughout Idaho in summer of 2003. Staff from the Idaho CareLine and the 2-1-1 Idaho Project will provide an implementation update at these events and kick off the marketing strategies to inform the general public about the new, easy access number.

- 211 Idaho is at the table with the Governor's disaster relief planners to discuss the role of 2-1-1 in supporting the Citizen Corps Program, President Bush's initiative to recruit professionals for volunteer service in the event of a natural or terrorist disaster.

LEC Involvement	Qwest, GTE and Syringa Network
Tariff	Qwest established an N11 service tariff in June, 2001. This tariff requires a service establishment charge of \$300.00 per point-to number plus a \$30.00 per central office activation charge. Other telephone companies operating independently in Idaho have indicated a willingness to provide the 211 set-up of this public service free of charge. Negotiations continue with the Verizon Telephone Company regarding the cost to implement 2-1-1 services in northern Idaho.
Rate Structure	N.A. to date.
Setup Costs	Tariffed service establishment charges of \$300.00 per point-to number and \$30.00 per central office activation (see "Tariff" for more information).
Maintenance Costs	Long-distance toll charges.
Notes - LEC	Upon implementation of the 2-1-1 pilot program in 2002, 2-1-1 routing will be achieved via a seven-digit, local point-to number. When 2-1-1 service expanded to the southeastern and northern areas of Idaho, a toll-free 800 number was reserved for point-to purposes.
Major Issues - LEC	As Qwest provides primary service for the southern part of Idaho, separate negotiations were carried out with GTE, and other independent and commercial LEC's operating in the northern and eastern regions of the state.
Wireless Development	Though wireless access to 2-1-1 is a consideration, no substantial negotiations have yet been pursued.
Source(s)	Patricia Williams, Coordinator of the Idaho CareLine and Deb Krum, 2-1-1 Idaho Project Director. [updated 3/18/03] Initial information provided by Lynn Hofflund, Former Director of Development - 211 Idaho [phone interview 7/30/01] [updated 2/6/02] [updated 7/15/02]; < http://www.211idaho.com >

State	Indiana
Company/Project	Indiana 211 Partnership, Inc. (IN211)
Development Leaders	Information & Referral Network (central Indiana I&R provider), Indiana I&R Association (AIRS Affiliate), Indiana Association of United Ways
Area Served	Entire state
2-1-1 Start Date	
Utilities Commission	<p>The Indiana Utilities Regulatory Commission (IURC) issued an interim order on February 20, 2002 naming Indiana 211 Partnership, Inc. the sole authorized administrator of the 2-1-1 dialing code in Indiana. Additionally, the IURC ordered a Technical Conference, which was held August 29, 2002, to address issues such as how IN211 will work with wireless providers; how it plans to fund on an ongoing basis, both publicly and privately, its operations; concrete information regarding operating costs, including translation costs, as well as revenue; and how IN211 will ensure that the call center representatives are trained and certified to handle crisis intervention calls. The Commission chairman made strong statements in support of 2-1-1 implementation in addresses delivered at the state conference of the Indiana Telecommunications Association in both 2000 and 2001.</p> <p>IN211 submitted to the IURC a formal report of its implementation progress on 3/20/03. This 30-page document summarizes Center development, costs and funding, technology plan, telecommunications issues and barriers to implementation. (Report is available upon request.)</p>
Legislation	<p>The Indiana 211 Partnership "explores all avenues" regarding the "public side" of its public-private partnership. A bill with bi-partisan support was introduced in the House of the Indiana General Assembly during the 2002 short session. The bill would have expanded the 711 deaf relay legislation to include 211 services, and would have allowed an additional amount to be added to the \$0.07 (now \$.06) monthly surcharge on consumer's telephone bills for deaf relay services. The bill was heard in committee, but was not voted on.</p> <p>A similar bill was introduced in the 2003 legislative session as a way to create debate about the best means for public funding. Public funding options include fees collected from telephone customers, State budget appropriation, funding through Indiana Family Social Services Administration or State Department of Health ("ISDH"), a State Universal Service Fund, and federal or state bioterrorism funding.</p> <p>Through a regulatory proceeding, IN is considering creation of a State Universal Service Fund, for which IN211 executive director has testified that 211 could be an appropriate use for such a fund. Hearing was held March 2003 and is continued in May 2003.</p>
System Design	<p>Decentralized. IN211 seeks to link its multiple 211 service providers through a telecommunications network that allows both exchange of voice and data among its anticipated 12-15 Centers.</p> <p>While it initially created an advanced statewide technology plan, IN211 adopted in 12/02 an interim technology solution that is based on existing telephone, computer and network infrastructure at endorsed Centers. Interim solution is anticipated to be in use for three to five years, depending upon the progress of implementation, resources and call volume. For calls carried over an 8YY number, IN211 will contract with an advanced intelligence network 8YY provider. Using automatic number identification (ANI), the call will be routed to the appropriate IN211 Center based on the area code, prefix, and time of day. Centers will utilize automatic call distribution (ACD) systems as appropriate. The adopted solution provides linkages between Centers in "major metropolitan areas" through T1s and system routing capability between non-metro Centers through advanced intelligence network 8YY.</p> <p>Because cost efficiencies may be gained through system-wide technology solutions, IN211</p>

continues to explore options for linking the statewide system, including utilizing existing telecommunications infrastructure of State of Indiana or building its own voice and data network. Future options might include an Internet Protocol (IP) solution, although not cost effective nor feasible at this time.

Databases

Database ideas are under proposal only, though taxonomy and "shareability" standards will be adhered to. IN211 has approved a set of required data elements for caller records, resource records and process measures. No decisions have yet been made with regard to potential software.

Notes - Project

Indiana 211 Partnership, Inc. is an independent nonprofit organization, whose membership consists of 30 member organizations including the Indiana I&R Association (the AIRS affiliate), the state United Way association, state social service agencies, the state library, and other social service and I&R providers (some of which operate local, regional, or specialized I&R call centers/crisis lines). The Indiana 211 Partnership is "inclusive" in order to meet the widest variety of concerns possible, though AIRS accreditation is required of the regional call center hubs.

Under the current plan for pilot start-up, the first six fully endorsed Centers will serve 46% of the state's population (17 of Indiana's 92 counties) by beginning in their current service areas in 2003. The next four Centers will serve an additional 12% of the state's population (20 additional counties) bringing the total to 58% of Hoosiers (in 37 of Indiana's 92 counties). The Partnership is actively working with potential 2-1-1 providers to serve the remaining 55 counties and 42% of the state's population. This will ensure that 100% of Hoosiers have 2-1-1 service by mid-2005, the date at which the Federal Communications Commission will review the 2-1-1 designation for information and referral services.

Major Issues - Project

State government provides funding for toll-free numbers for approximately 135 services as well as I&R services provided by the Health Department. Most I&R providers in Indiana are funded through philanthropy. There is little operational coordination between I&Rs on a regional basis and little experience on statewide projects. This leads to funding often contingent upon local or regional application, with little support for statewide projects. The 211 Partnership is working to overcome these issues and to integrate all comprehensive and specialized I&Rs into a statewide 2-1-1 system. Call center selection is achieved on a "developmental" as opposed to "competitive" basis, wherein I&R providers are encouraged to work together to mutually develop resources for 2-1-1 service.

The Indiana 211 Partnership began its application and endorsement process for regional call center hubs in September, 2001. As of mid-2002, six 2-1-1 call centers are fully endorsed, four Centers are conditionally endorsed, and IN211 is working with potential Centers in four remaining regions to ensure 100% coverage. IN211 created timeline for Centers to meet each of the 84 AIRS accreditation criteria and provides technical assistance to Centers.

Endorsed Centers already are supported by an estimated \$3 million annually from philanthropic and government grants and fees for services. New costs for Centers implementing 2-1-1 include accreditation costs, staffing increases to respond to higher call volumes resulting from 2-1-1 implementation and/or expansion into new geographic service areas, database expansion, and facility and equipment upgrades.

System costs include telecommunications costs, 24/7 access, barrier-free access, system improvements, and communications. Three-year statewide system start-up costs are estimated to be about \$6 million, with ongoing annual system costs of less than \$1.5 million. Telecommunications and related costs represent the largest new costs in implementing 211 service—2-1-1 translation costs, monthly fees, 1-8YY service to route calls, among other fees.

LEC Involvement	Ameritech-SBC, Verizon and Sprint together provide 95% of all access lines and generally 94-99% of residential access lines in their territories. There are 39 ILECs total. IN211 submitted cost estimate requests to each in December, 2000. The Indiana Telecommunications Association participated in the early 2-1-1 planning process since 1999 and advised IN211 in first months of IURC process. In May 2002, IN211 initiated contact with over 200 telecommunications providers registered to do business in Indiana. This includes incumbent local exchange carriers (ILECs), competitive local exchange carrier (CLECs), and wireless providers. Smaller ILECs and CLECs have offered additional assistance, including notifying customers of 2-1-1 implementation schedule, inclusion of 2-1-1 information in telephone directory and telephone bills. See notes below
Tariff	Sprint tariff was approved 1/03. A few smaller LECs have proposed tariffs. SBC and Verizon have proposed contracts. Most smaller LECs have offered 2-1-1 on a "quote and order" basis with favorable rates and other helpful features (i.e. directory inclusion).
Rate Structure	Most ILECs have indicated that translation setup cost is based on 2-4 hours of labor to reprogram switches with no monthly recurring costs. A few ILECs have indicated monthly charges. Most have proposed number change charges. Wireless, CLECs and the Payphone Association have indicated no setup fees.
Setup Costs	<p>-Ameritech/SBC* provided a draft contract with cost structure of \$1245 per host switch on 2/4/03. SBC has 80 host switches statewide (\$99,600). Other fees include \$35 per month per system—defined as number to which 211 is translated—and \$170 table change charges.</p> <p>-Verizon* provided a draft contract with two options for cost structure on 2/5/03—with either \$483 or \$564 per host switch for 62 switches. Additionally, Verizon proposed volume-sensitive monthly rates of \$74 per month per 8000 calls and \$40-\$104 number change charges.</p> <p>*NOTE that SBC and Verizon contracts are in negotiation at time of this report revision.</p> <p>-Sprint has an IURC-approved tariff rate of \$150 per host switch for 16 switches. Sprint includes \$40 number change charges and \$275 exclusion charges—assessed when exchanges are directed to multiple numbers.</p> <p>-Some LECs have offered not to seek cost recovery for translation setup.</p> <p>-Some LECs have proposed rates based on 2-4 hours of loaded labor per switch, to range from \$56 to \$250 per switch.</p>
Maintenance Costs	Most LECs, CLECs and wireless have indicated no monthly recurring costs. SBC and Verizon have proposed monthly recurring costs. Verizon and a few others have proposed requiring IN211 to purchase additional services (monthly lines, remote call forwarding numbers) in order to access 2-1-1 service.
Notes – LEC & Telcos	<p>IN211 anticipated 2-1-1 implementation for summer/fall 2002. However, telephone companies were slow to provide cost, technical and tariff or contract information. Some 2-1-1 translations are in process now (3/03), although formal announcement of 2-1-1 service availability will be delayed until IN211 reaches resolution about translation costs with SBC and/or Verizon, the telephone companies with the majority of customers in the six initial service areas.</p> <p>While some issues have been addressed and/or resolved by a few companies, IN211 is still faced with challenges related to the following: wireless issues; payphone issues; privacy issues; phantom calls; issues related to excluded services; 2-1-1 routing architectural requirements; contract terms; and requirements to purchase additional services.</p> <p>Indiana Payphone Association indicated willingness to translate at no cost to IN211, and also raised issue of placard replacement as a cost of their making 2-1-1 available, as many payphone vendors still use 2-1-1 as a service or refund number.</p>

Wireless Development

Two wireless carriers (Cingular and AT&T Wireless) have agreed to provide 2-1-1 translation services at no cost to IN211. Wireless callers will be charged for minutes. Most translations for wireless will be to AIN 1-8YY number and routed based on area code, prefix and time of day. At least one wireless provider has indicated a 7-digit translation is possible, where routing facility in local calling area of 211 Center. Because the wireless service areas are larger than the geographic service areas for the first 211 Centers, wireless 2-1-1 will be activated at a later date. (The first 2-1-1 Centers do not have capacity make referrals for all wireless calls statewide at this time.)

Source (s)

Lucinda Nord, Executive Director [phone interview 02/01/01] [updated 4/10/01]
[updated 7/27/01] [updated 02/06/02] [updated 7/25/02] [updated 3/26/03]

State	Iowa
Company/Project	Iowa AIRS
Development Leaders	Iowa AIRS, American Red Cross Central Iowa Chapter, United Way of Central Iowa, State Public Policy Group, Iowa Technology Department
Utilities Commission	The Iowa Utilities Board (IUB) designated Iowa AIRS as the administrative body for 211 services in all of Iowa's 99 counties. IUB rejected Qwest's initial tariff filing (see "Tariff").
Legislation	Legislative funding will be pursued during 2004's legislative session.
System Design	Decentralized. Eight potential 2-1-1 service regions have been determined to provide coverage of all 99 counties in the state. Regional call centers will share database resources.
Databases	A statewide database under development by the Iowa Technology Department (a state office) will likely be used. This resource uses custom software. This database may be transferred to an IRis platform for use in 2-1-1 (all but one of the future 2-1-1 call centers currently use IRis). Iowa AIRS is currently working on a system of shared data through the IRis system as the Iowa Resource Network is still under development.
Notes - Project	<p>The Iowa AIRS 2-1-1 Steering Committee was formed in mid-2000 as a forum for collaboration in 2-1-1 development. The Steering Committee consists of representatives from Iowa AIRS, various United Ways, the Iowa State Public Policy Group, Iowa University Extension, the Iowa Telecommunications Association, Qwest, the state Attorney General's office, Department of Elder Affairs, Department of Human Services, and the Iowa Utilities Board. Eight 2-1-1 service regions have been determined of which the 2-1-1 call center operated by the Red Cross First Call for Help in Des Moines will be the only 24-hour provider (all other call centers will "roll-over" off-hours calls to the Des Moines call center). The Des Moines call center will likely serve as a 2-1-1 pilot site.</p> <p>Funding for the pilot site (scheduled to begin operation in mid-2002) was secured through United Way of Central Iowa. First Call For Help Counseling Services (a program of the American Red Cross, Central Iowa Chapter) will operate the 2-1-1 pilot site for a three-county area around Des Moines.</p>
Major Issues - Project	No major obstacles have been expressed.
LEC Involvement	Qwest
Tariff	Qwest's initial tariff filing was rejected by IUB due to the presence of a \$.02 per-call charge. IUB requested that Qwest revise the tariff to reflect no per-call charges, reasoning that Qwest's tariffs for 511 and 711 services do not incur such costs to the service provider. Iowa AIRS has agreed not to enter into contracts with Qwest until a new tariff is filed.
Rate Structure	Unknown.
Setup Costs	Unknown.
Maintenance Costs	Unknown.
Wireless Development	Due to the relatively early stage of 2-1-1 development in Iowa, no significant progress has yet been made regarding wireless access to 2-1-1.

Source(s)

Karen Hyatt-Smith - Iowa AIRS [phone interview 8/3/01] [updated 7/23/02]
Iowa AIRS Website (211)
<<http://www.iowaairs.org/iowa2-1-1>>

State	Kansas
Company/Project	United Way of the Plains
Development Leaders	United Way of the Plains / InfoLine
Area Served	Kansas-entire state
2-1-1 Start Date	
Utilities Commission	The Kansas Corporation Commission (KCC), the state utilities regulator, has indicated that UWP must negotiate directly with LECs for 2-1-1 service. UWP is the only organization to have contacted KCC regarding 2-1-1 issues.
Legislation	No legislation has yet been pursued.
System Design	No specific system design for delivery of 2-1-1 service in Kansas has been determined. A statewide system, when implemented, will likely follow the "Multiple Call Center / Centralized Administration" model to some degree. The eight county region served by United Way of the Plains (UWP) InfoLine will contain a single, centralized call center.
Databases	InfoLine utilizes a CareLink database currently covering 500 agencies and 1,400 programs. For approximately two years, InfoLink has worked to build the CareLink database into a comprehensive, statewide resource for Information and Referral. This database is currently available to the public on the World Wide Web. The online database received 38,276 hits in 2000; 56,977 hits in 2001; and 111,412 hits in 2002.
Notes - Project	United Way of the Plains (UWP) InfoLine provides I&R services for a population of approximately 500,000 in an eight-county region of south-central Kansas centered on the city of Wichita (Sedgwick County). UWP Volunteer Center and InfoLine together receive approximately 13,500 inquiries annually. UWP was the first (and to date is the only) I&R service provider to approach the Kansas Corporation Commission (state utilities regulator) regarding 2-1-1 implementation.
Major Issues - Project	Specific planning efforts are currently moving forward slowly while LEC negotiations are carried out. UWP feels that cost estimates for implementation are necessary before specific planning and organizational decisions can be made.
LEC Involvement	SBC
Tariff	SBC has indicated that a tariff for 2-1-1 service will be filed, but no information regarding its content has been made available as of March 2003.
Rate Structure	Unknown.
Setup Costs	Unknown.
Maintenance Costs	Unknown.
Notes - LEC	Due to the relatively early stage of 211 implementation in Kansas, little information regarding LEC costs is yet available.
Wireless Development	Due to the relatively early stage of 211 implementation in Kansas, no information on wireless access issues is available.

Source(s)

Kim Wilson, Community Assistant - United Way of the Plains / InfoLine
[updated 3/18/03] <http://www.unitedwayplains.org>

State	Kentucky
Company/Project	United Way of Kentucky (UWKY)
Development Leaders	United Way of Kentucky
Area Served	Kentucky-entire state
2-1-1 Start Date	First Launch, February, 2003 on the Kentucky/Ohio border serving Boone, Kenton and Grant counties in Kentucky.
Utilities Commission	The Kentucky Public Service Commission (KPSC) provisionally awarded the use of 2-1-1 to United Way of Kentucky in July of 2001. KPSC takes a "fairly minimal role" in the administration of 2-1-1 and initially refused to approve BellSouth's tariff for 2-1-1 services because the tariff named KPSC as the administrative body for 2-1-1 services.
Legislation	While no legislation pertaining to 2-1-1 has officially been pursued, 2-1-1 representatives indicated that future legislation for 2-1-1 appropriations is a likely option for operational funding. Discussions with the Kentucky Office of Homeland Security have indicated a strong interest in 2-1-1 implementation as a crisis response tool.
System Design	Decentralized. Two pilot sites were initially selected. Greater Cincinnati area was launched in February of 2003 covering Kenton, Campbell, Boone, and Grant counties in Northern Kentucky. The 2-1-1 number is live in Louisville and they are seeking the needed resources to "staff up" the call center to meet increased call volume. Lexington and Bowling Green are currently working to establish 24-hour call centers and will likely be the next areas to implement 2-1-1. 10-12 eventual 2-1-1 call centers are planned for statewide coverage.
Databases	A statewide I&R database is administered by the Kentucky Governor's Office for Technology. 2-1-1 representatives indicate that this database is currently not adequate for active 2-1-1 usage, but is likely to serve as the basis for future statewide I&R database resources.
Notes – Project	10-12 call centers are planned for eventual statewide implementation. These call centers are not generally expected to operate on a 24-hour basis, and after-hours calls will likely be rolled-over to other 24-hour 2-1-1 sites.
LEC Involvement	BellSouth, etc.
Tariff	BellSouth: A BellSouth tariff describing 2-1-1 services is applied ("General Subscriber Services Tariff - A.13.79; 211 Dialing Service"; effective July 31, 2001). This tariff requires service establishment charges of \$389.90 per basic local calling area plus \$150.00 per central office programmed. No per-call costs or Monthly Recurring Charges are indicated. Other telcos do not anticipate submitting tariffs to the PSC but are currently providing service on a contractual basis that mirrors the BellSouth tariff.
Rate Structure	BellSouth: After service establishment charges, no ongoing costs are incurred.
Setup Costs	BellSouth: Tariffed service establishment charges of \$389.90 per basic local calling area plus \$150.00 per central office programming fees.
Maintenance Costs	BellSouth: After service establishment, no ongoing costs are incurred for basic 2-1-1 services.
Notes - LEC	- Other LECs in Kentucky have been described as generally cooperative with regard to 2-1-1, and several have indicated that potential 2-1-1 tariffs will likely be designed to operate in a

manner similar to that of BellSouth.

- UWKY has secured support for 2-1-1 services from payphone providers in Kentucky.

Wireless Development

Cellular telephone service providers in Kentucky have been contacted regarding 2-1-1 services and have indicated a strong preference for all calls to be routed to a single call center with access to a statewide database in order for 2-1-1 services to be made available to wireless telephone customers. No wireless 2-1-1 service is currently in operation.

Source(s)

Terry Tolan, President – United Way of Kentucky [phone interview 2/22/02]
[updated 7/17/02] [updated 3/18/03]
<ttolan@uwky.org>
<<http://www.uwky.org>>

BellSouth – Kentucky. General Subscriber Services Tariff A.13.79 – “211 Dialing Service”.
Effective July 31, 2001.
<<http://www.bellsouth.com>>

State	Louisiana (Statewide Implementation)
Company/Project	Fourteen Louisiana United Ways (covering 100% of the state's residents), led by the Louisiana Association of United Ways (LAUW), the Louisiana Association of Nonprofit Organizations (LANO), and six AIRS member I&Rs have been meeting regarding 2-1-1 implementation for more than a year. (see Notes-project for more information)
Development Leaders	The Louisiana 2-1-1 Steering Committee was created at the urging of LAUW and is led by David Britt (President, United Way of Central Louisiana) and Jewell Lowe (Executive Director, 232-HELP). It is additionally composed of the following members: Ross Brupbacher (Of Counsel, 232-HELP), Melissa Flourmoy (Executive Director, LANO), and Margaret Trahan (President United Way of Acadiana, President LAUW).
Area Served	<p>All sixty-four parishes (counties) in Louisiana will be covered by Louisiana 2-1-1. Currently twenty-six parishes are 2-1-1 operational:</p> <p style="text-align: center;"> -United Way 2-1-1 out of Baton Rouge (ten parishes), -VIA-Link out of New Orleans (nine parishes), -232-HELP out of Lafayette (seven parishes). </p> <p>Additionally twenty-six parishes are covered under operating Information and Referral Organizations: United Way First Call for Help out of Monroe (twelve parishes), Centerpoint out of Shreveport (nine parishes), and 310-INFO out of Lake Charles (five parishes). Two other regions are currently building formal I&R services which will graduate to 2-1-1 service: United Way of Central Louisiana (eight parishes), and United Way of South Louisiana (four parishes). The Louisiana Public Service Commission has assigned the N11 of 2-1-1 to each of the regional designations. (see attached parish assignments)</p>
2-1-1 Start Date	The LPSC has designated 2-1-1 to regional call centers covering every parish in the state. Twenty-six of the parishes are 2-1-1 operational. Our Business Plan projects complete statewide operation no later than fiscal 2006.
Utilities Commission	The Louisiana Public Service Commission (LPSC) has divided the state into eight regions for 2-1-1 operation (see attached parish assignments).
System Design	As anticipated, eight Regional Call Centers will operate Monday through Friday seven a.m. to seven p.m. Evening, Weekend, and Holiday hours will be operated either by the centers themselves, or service may be contracted to another Call Center operating 24/7 through statewide database. Louisiana 2-1-1 will be operated under a nine member commission appointed by the LPSC including representation by LPSC, LAUW, AIRS, LANO, the Governor's Office of Community Programs, Association of Volunteer Center Directors, State Department of Social Services, State Department of Health and Hospitals, the State Office of Emergency Preparedness. Under the proposed legislation, the LPSC will be authorized by the state to collect fees from telephone usage.
Databases	Each of the existing centers currently maintains its own database. At startup, and as regions come on line, a shared database will be maintained by each of the regions and available to each of the Call Centers and to the general public at a public website.
Call Volume 2002	140,000
Call Volume 2003	196,000 (estimated)
Notes - Project	A Memorandum of Understanding was agreed to by the collaboration and a Business Plan adopted. Legislation is expected to be introduced in May 2003 authorizing fee-based funding for statewide 2-1-1 24/7/365 service, supervised by a nine-member commission under the auspices of the Louisiana Public Service Commission (LPSC). Another result of the effort will be a statewide information and referral database accessible by organizations, I&Rs, and the general public.

Major Issues – Project	Issues have included funding (both for the Legislation Project and for 2-1-1 service, when begun), territory, collaborative leadership, collaborative partnership, hours of operation, legislative proposals, members of the commission overseeing 2-1-1 service, budgets, volunteer versus professional staffing, concepts of case management, data collection, call counts, accreditation, liability, suicide call responsibilities, off hours coverage, collaborative partners, fiscal authority, and regional versus single statewide call center.
LEC Involvement	Hundreds of LECs operate across the state including Bell South, Eatel and Century
Tariff	Current I&Rs are funded wholly, partially, or zero by their regional United Way organizations. Supplementary revenue is generally grant based and through individual contributions. Depending upon final legislation and its passage, the former will likely remain true as well as fee-based funding.
Rate Structure	Fee based revenue will be applied to the regions based upon U.S. Census data: population multiplied by defined amount, excluding Startup
Setup Costs	Anticipated: \$2 million approximately
Maintenance Costs	Anticipated: \$4 million approximately
Major Issues - LEC	Varied startup charges by LECs, wireless participation
Wireless Development	Regional progress only to this point
Source (s)	Ken Hinrichs [email submission 3/27/03]

State	Louisiana (Baton Rouge Area)
Company/Project	Baton Rouge Crisis Intervention Center / United Way 211
Area Served	10-parish area (East and West Baton Rouge, East and West Feliciana, Livingston, Ascension, St. Helena, St. James, Pointe Coupee, Iberville), approximate population of 727,189
2-1-1 Start Date	January 1, 2003
Utilities Commission	The Louisiana Public Service Commission administers applications to provide 2-1-1 service and assigns the number to qualified applicants.
Legislation	A Study Resolution, which will introduce the concept of funding 2-1-1, will be presented during the next legislative session.
System Design	Centralized. A single call center handles calls for a ten-parish area around Baton Rouge.
Databases	United Way 211 currently uses a custom designed database application named "ServicePoint". This system was designed by a local software provider in Shreveport, and contains approximately 1,200 agencies and programs.
Call Volume 2002	Annual: 13,587 incoming calls, Jan-Feb 2002: 1,450 incoming calls
Call Volume 2003	Jan-Feb 2003: 2,044 incoming calls (40% increase)
Notes - Project	<p>Capital Area United Way 211 and The Phone provide I&R and crisis intervention services for a population of approximately 725,000 in a ten-parish region around Baton Rouge. Infoline completed 49,237 transactions in 2001.</p> <p>The Baton Rouge Crisis Intervention Center (BRCIC) was established in 1970 on the campus of Louisiana State University as a volunteer-driven crisis support service specializing in suicide prevention and counseling. BRCIC operates several outreach and support groups for survivors of suicide as well as "The Phone", a 24-hour crisis line. In January, 2000, BRCIC began administering the United Way Infoline, a comprehensive I&R service. As Infoline is not a 24-hour service, after-hours callers are currently directed via voicemail to contact The Phone for I&R assistance. Several of The Phone's volunteers were recruited to serve as part-time, paid staff for Infoline. Upon 2-1-1 implementation, 2-1-1 calls will be primarily received by Infoline, with after-hours calls being referred to The Phone. In July 2002, BRCIC began receiving funding for 2-1-1 from the Capital Area United Way. Currently, 2-1-1 is operational for all Bell South, Eatel, and Network Telephone customers in the capital area.</p>
Major Issues - Project	No major obstacles have been expressed.
LEC Involvement	BellSouth, etc.
Tariff	A BellSouth tariff specific to 211 is applied ("General Subscriber Services Tariff - A.13.79 211 Dialing Service"; effective January 26, 2001). This tariff requires a service establishment charge of \$389.90 per basic local calling area and a \$150.00 per central office programming fee with no monthly recurring charges.
Rate Structure	After service establishment charges, no monthly recurring charges or rates are indicated.

Setup Costs	Total setup costs for the Infoline service area are unknown (see "Tariff" for more information).
Maintenance Costs	No monthly recurring charges are included in the BellSouth tariff.
Notes - LEC	Three LECs besides BellSouth are likely to be involved with 2-1-1 implementation: EATEL (East Louisiana Telephone Company), Star, and Century of East Louisiana. EATEL and Star have indicated that their 211 pricing plans will likely be similar to that of BellSouth.
Major Issues - LEC	No major obstacles have been expressed.
Wireless Development	No substantial contact has yet been made with wireless service providers.
Source(s)	Carol McMullan, Supervisor-United Way 211 [updated 3/25/03]

State	Louisiana (Lafayette Area)
Company/Project	232-HELP/211
Development Leaders	Lafayette General Medical Center, SLERC, etc.
Area Served	
2-1-1 Start Date	
Utilities Commission	The Louisiana Public Service Commission administers applications to provide 211 service and assigns the number to qualified applicants.
System Design	A single call center handles calls for a six parish 2-1-1 service area in the Acadiana region. Those parishes are: Lafayette, Acadia, St. Landry, St. Martin, Iberia, and Vermilion.
Databases	232-Help/211 is able to access a resource database of 7,743 programs and agencies. 232-HELP/211 uses AIRS taxonomic standards through the IRis software program.
Notes - Project	232-HELP/211 was established independently as a comprehensive I&R in February 1965. This largely rural, 6 parish area is home to 513,000 residents. 232-HELP/211 handled 47,755 contacts in 2001 and 57,780 calls for assistance in 2002. As of July 6, 2000, 232-HELP/211 began operating under the 2-1-1 dialing code.
Major Issues - Project	Very few obstacles to 2-1-1 implementation have been indicated.
LEC Involvement	BellSouth
Tariff	<p>- The original BellSouth tariff for general N11 service required one service establishment charge of \$15,000.00 for a single "Tier 2" local calling area (Lafayette) and nine service establishment charges of \$1,750.00 apiece for the outlying "Tier 4" local call areas (totaling \$30,750.00). As well, the original tariff required a per call rate of \$.10 for the first five minutes and \$.02 per minute beyond five minutes. A minimum monthly usage fee of \$600.00 for the "Tier 1" local calling area and \$100.00 apiece for the nine "Tier 4" calling areas was required, with per-call rates beyond those amounts applying as well ("General Subscriber Services Tariff - A.39 Abbreviated Dialing"; effective October 23, 1999).</p> <p>- Any subsequent 211 systems serviced by BellSouth in Louisiana will be subject to the new tariff specific to 211 ("General Subscriber Services Tariff - A.13.79 211 Dialing Service"; effective January 26, 2001) which requires a service establishment charge of \$389.90 per basic local calling area plus \$150.00 per central office with no MRC.</p>
Rate Structure	After service establishment charges, no monthly recurring charges or rates are indicated.
Setup Costs	Approximately \$30,750.00 in initial fees to switch extant system to 2-1-1 capability (see "Tariff" for more information).
Maintenance Costs	See "Tariff" for more information.
Notes - LEC	Calls are routed via 2-1-1-to-seven-digit translation.
Major Issues - LEC	No major obstacles to 2-1-1 conversion are indicated by SLERC representatives.

Wireless Development No substantial contact has yet been made with wireless service providers.

Source(s) Lucile S. Guidry
<<http://www.232-help.org>>

Dan Lucas, Regulatory Manager - BellSouth Louisiana

State	Louisiana (New Orleans Metropolitan Area and Southeast Louisiana)
Company/Project	VIA LINK 211
Development Leaders	VIA LINK
Utilities Commission	The Louisiana Public Service Commission administers applications to provide 211 service and assigns the number to qualified applicants.
Legislation	Legislation is to be determined.
System Design	Centralized. A single call center provides service to an 9-parish area in SE Louisiana.
Databases	VIA LINK 211 currently uses "Service Point", database software developed by Bowman Internet Systems of Shreveport, LA. VIA LINK 211's database currently contains approximately 2,800 resources and is used to publish VIA LINK's community resource directory and www.vialink.org
Notes - Project	VIA LINK (formerly the Volunteer and Information Agency) has published a directory of community resources for the New Orleans area since the 1920s and has offered telephone I&R service since the 1980s to a population of approximately 1.5 million. VIA LINK also offers crisis intervention, counseling, and suicide prevention services. VIA LINK received approximately 70,000 inquiries in 2001 and began offering operational 211 access in June, 2001. VIA LINK is certified by American Association of Suicidology . VIA LINK is presently implementing a new I-3 software-based telephone system purchased from BellSouth.
Major Issues - Project	No major obstacles have been expressed. Implementation of 211 service in New Orleans has been facilitated by the cooperative efforts of BellSouth".
LEC Involvement	BellSouth
Tariff	A BellSouth tariff specific to 211 is applied ("General Subscriber Services Tariff - A.13.79 211 Dialing Service"; effective January 26, 2001). This tariff requires a service establishment charge of \$389.90 per basic local calling area and a \$150.00 per central office programming fee.
Rate Structure	After service establishment charges, no monthly recurring rates or charges are indicated.
Setup Costs	Approximately \$11,300.00 in total service establishment charges.
Maintenance Costs	No monthly recurring charges are included in the BellSouth tariff.
Notes - LEC	VIA LINK 211 representatives have characterized BellSouth as being "extremely supportive" with regard to 211 implementation.
Major Issues - LEC	No major obstacles have been indicated. VIA Link is currently pursuing funding opportunities for the anticipated increase in calls and to expand its call center.
Wireless Development	No substantial contact has yet been made with wireless service providers.
Source(s)	Marilyn Shraberg - VIA LINK 211 [phone interview 8/2/01] [updated 7/31/02] < http://www.vialink.org >

State	Maine
Company/Project	Maine 2-1-1
Development Leaders	211 Maine (United ways statewide), Ingraham
Area Served	State of Maine
2-1-1 Start Date	Not determined
Utilities Commission	The Maine Public Utilities Commission (MPUC) was engaged in initial discussions. The Business Plan is almost finished, at which time PUC designation for 2-1-1 Maine will be requested.
Legislation	No legislation is currently pursued.
System Design	The United Ways of Maine have established Maine 2-1-1, an entity controlled by the United Way of Greater Portland that will contract with Ingraham for a centralized 24-hour, seven-day per week call center service. Ingraham will be responsible for operations and develop contracts with as many as five regional United Way resource centers for assistance in updating the statewide resource database.
Databases	Ingraham has developed ResourceLink, a SQL database that is accessible through the web. Current data covers approximately 1,200 programs in southern Maine and will be expanded as service agreements are developed with regional resource centers. In addition, organizations throughout the state will soon be able to submit additions and corrections using browser-based forms.
Notes - Project	<p>- The Maine 211 Task Force, formed in 2000, was comprised of representatives from six Maine United Ways, Ingraham, the Department of Human Services, and the Department of Behavioral and Developmental Services. The Task Force developed a system model. Governing control is now in Maine 2-1-1; which is controlled by the Greater Portland United Way. Maine 2-1-1 is currently defining the costs for telecommunication services, developing the contract relationship with Ingraham for the 211 Call Center, and identifying funding. Ingraham has developed the database management tools, the operational model, and a three-year pro forma.</p> <p>- Ingraham currently provides services to Maine's largest urban area, including a 24-hour comprehensive I&R/crisis hotline (the only one of its type in the state), mental health crisis response, residential programs, community support, and vocational rehabilitation services. Ingraham's I&R program responds to 55,000 inquiries annually, of which 45,000 are considered "completed transactions." Ingraham is affiliated with and partly funded by the United Way of Greater Portland, is an AIRS affiliate (though not AIRS certified), is AAS Certified, and is an affiliate of Hopeline/1-800-SUICIDE.</p>
Major Issues - Project	Funding.
LEC Involvement	Preliminary contacts have been made with Verizon and other Maine carriers through the Telephone Association of New England. All have indicated interest in bidding for 2-1-1 service.
Tariff	None yet proposed.
Rate Structure	Unknown.

Setup Costs	Budget has been developed, but not yet approved by Maine 2-1-1
Maintenance Costs	Unknown.
Notes - LEC	
Major Issues - LEC	No major obstacles with regard to LECs have been expressed.
Wireless Development	No contact has been made with wireless service providers.
Source(s)	Jane Morrison, Executive Director– Ingraham [email submission 4/15/03]

State	Maryland
Company/Project	2-1-1 Maryland Task Force / United Way Central Maryland
Development Leaders	United Way of Central Maryland, Maryland State Association of United Ways, Maryland Information and Referral Providers Council, and major departments of state government.
Area Served	24 jurisdictions of the state of Maryland
2-1-1 Start Date	Planning underway to launch pilot in 2003
Utilities Commission	A staff member of the Commission has participated actively in the work of the Task Force and there has been ongoing contact with the Maryland Public Service Commission since the fall of 2000. The Task Force received designation from the Commission in February 2003 as the official body for planning, coordinating and implementing a pilot of the statewide 2-1-1 system.
Legislation	Enabling legislation was introduced in the Maryland General Assembly in January 2002. It passed the House of Delegates overwhelmingly but was not voted on in the Senate. Based upon the advice of a 2-1-1 Leaders Council, the 2-1-1 Task Force made a strategic decision to support 9-1-1 leaders in their efforts during the 2003 session of the General Assembly and pursue 2-1-1 legislation in the 2004 session.
System Design	The Task Force recommended a decentralized system consisting of 3-6 call centers located throughout the state, plus a central administrative unit and a centralized, shared statewide database (see "Databases" for more information). Potential 2-1-1 service providers will apply for service as a 2-1-1 center via a Request for Proposal (RFP) process.
Databases	A single, statewide database will be utilized, with regional call centers responsible for maintenance of their respective "sections". Call centers will access the database via the Internet.
Notes - Project	<p>The 2-1-1 Maryland Task Force was formed in August, 2000 as a collaborative effort of the Maryland State Association of United Ways, I&R providers, local and state government leaders, and local and state health and human services agencies. Four committees were formed within the Task Force: a design group focusing on the most efficient 2-1-1 design for Maryland, an information group working to determine the best database resources to utilize, and a development group aiding and encouraging participation by concerned organizations. A governance committee focused on the best approach to administering a 2-1-1 system in Maryland.</p> <p>The Task Force commissioned a study by a private consultant to document the benefits and costs of a 2-1-1 system for Maryland. This study, modeled on one done in 2000 in Nebraska, was completed in October 2001.</p> <p>A Business Plan was completed in November 2001. It combines the program design developed by the Task Force Committees and benefit and cost data from the consultant's report.</p>
Major Issues - Project	<p>The single most important issue facing 2-1-1 implementation in Maryland is the acquisition of operational funding. The single focus of this effort is to secure a telephone surcharge as the principal new source of ongoing funding. The 2002 enabling legislation dealt with this issue (see Legislation above).</p> <p>At present, interim funding from state departments, health systems, human service organizations considering use of 800 numbers to better serve clientele, and foundations are being sought for a two-year pilot in two communities only.</p>

LEC Involvement	Verizon
Tariff	None yet proposed.
Rate Structure	Unknown.
Setup Costs	Business Plan estimates at approximately \$710,000, covering office facility modification and expansion, office equipment, technical infrastructure, new software for the database and telephone expenses.
Maintenance Costs	Business Plan estimates at approximately \$7,500,000 for the first year of a statewide system. Included are facility costs, technical infrastructure, initial growth of database, personnel, administrative costs and public education/marketing. The second and succeeding year costs are expected to be lower, primarily because the level of expenditure for public education/marketing will be reduced.
Wireless Development	No specific information concerning wireless access issues is available.
Source(s)	Larry Pignone and Nan Waranch, Co-chairs, 2-1-1 Maryland Task Force: lpignone@aol.com (301) 330-1937 / nan.waranch@uwcm.org (410) 895-1477 Martina Martin, Project Manager, 2-1-1 Maryland: martina.martin@uwcm.org (410)895-1476 [updated 3/18/03] [phone interview 4/14/01] [updated 7/20/01] [updated 1/22/02] [updated 7/18/02]

State	Massachusetts
Company/Project	Mass211, Inc.
Development Leaders	Mass211, Inc., MAIRS, COMUW (see "Notes - Projects for more information)
Area served	Massachusetts (entire state)
2-1-1 Start Date	No date firmly identified, but we hope by late Fall 2003
Utilities Commission	The Massachusetts Department of Telecommunications and Energy (DTE) granted regulatory approval to Mass211, Inc. (then the Mass211 Task Force) in May, 2000. Mass. DTE has not been involved further.
Legislation	Mass211, Inc. was unsuccessful in its pursuit of state funding during the FY'01 and '02 legislative sessions. Given the economic climate in Massachusetts, there are no current plans to seek funding for a 2-1-1 line item in the FY'03 or FY'04 budgets.
System Design	Decentralized (with central coordination and oversight). Eight 2-1-1 Call Centers have been identified to provide service in eight geographic areas of the state. Mass211 will route incoming calls to the appropriate regional call center. A statewide database is being finalized. The Central Office will monitor call centers for quality control, etc.
Databases	Mass211 has entered into a strategic partnership with the Massachusetts Executive Office of Health and Human Services (EOHHS) to improve citizens' access to community services using EOHHS' MassCARES e-government initiative. Through this agreement, the Mass211 call centers are currently combining local resource databases with the state's resource database, placing all of this into one web based central information source. In exchange for this information and the maintenance of the information, EOHHS has provided Mass211 with state-of-the-art computer workstations, systems software and high speed phone lines to enable Mass211 to effectively maintain the web-based information. This agreement gives Mass211 a top-notch technology base with which to quickly implement 2-1-1 on a fully compatible statewide system. This information will be available to the public on the Internet.
Notes - Project	The Mass211 Task Force was formed in 1999, was led by the Council of Massachusetts United Ways (COMUW), and the Massachusetts Association of Information and Referral Services (MAIRS), and gained regulatory approval from the Massachusetts Department of Telecommunications and Energy in May, 2000 (prior to the FCC ruling). The task force was incorporated as a private not-for-profit organization in April, 2000 and currently utilizes a nine-member board of directors (of which three directors represent MAIRS, four represent COMUW, and two are appointed by the governor).
Major Issues – Project	The May 2002 agreement with the Mass. Executive Office of Health and Human Services creates a strong partnership that prepares Mass211 for quick implementation of 2-1-1 once funding is found and provides Mass211 with a powerful state partner to support our funding search.
LEC Involvement	Verizon.
Tariff	None yet proposed.
Rate Structure	No specific information on rate structures is available.
Setup Costs	Verizon has estimated the cost of approximately \$54,000 for the setup of switches on a statewide basis. Routing will be accomplished via 211-to-toll-free-800-number transparently routing the call to the relevant regional call center.

Maintenance Costs	None yet indicated.
Notes - LEC	While Mass211 and the overall 2-1-1 implementation movement in Massachusetts has built a relatively detailed business plan in terms of the organization and operation of call centers, etc., further work needs to be done regarding LEC relationships.
Major Issues - LEC	Prior to the July, 2000 FCC ruling, Verizon challenged the 2-1-1 PUC petition filed by Mass211. This challenge was pursued on the grounds that, while Verizon was supportive of the 2-1-1 service idea, it felt that DTE should not make a decision (and therefore prompt 211 implementation) before the FCC's decision was made. Verizon felt that this would help to avoid the possibility of having to dismantle a 2-1-1 system (or parts of one) if the FCC ruled against the national petition.
Wireless Development	DTE decided not to order wireless companies to comply with the FCC 211 establishment at this time. When wireless service providers are "technically capable" of delivering 2-1-1 service, DTE has indicated that it will require compliance.
Source(s)	Jean Strock, President of the Board of Mass211, Inc. [updated 4/10/01] [updated 8/7/01] [updated 7/15/02] [updated 3/20/03]

State	Michigan
Company/Project	Michigan 211 Collaborative
Development Leaders	Michigan Association of United Ways, various local United Ways, Detroit Public Library, and Michigan AIRS.
Area Served	Michigan-entire state (see Notes-project)
2-1-1 Start Date	August 1, 2002 Volunteer Center of Battle Creek, serving Calhoun County November 13, 2002 Heart of West Michigan United Way serving Kent County
Utilities Commission	The Michigan Public Service Commission (MPSC), following legislation passed in July, 2000 (see "Legislation" for more information), carries authority for the designation of 2-1-1 service providers.
Legislation	The Michigan Legislature passed the Michigan Telecommunications Act effective July 17, 2000 (Public Act No. 295). Section 214 of the Act decrees that MPSC designate appropriate community I&R entities to provide 2-1-1 services. In the process of making such designations, MPSC is to consider the recommendations of MI-AIRS, the recommendations of "Multipurpose Collaborative Bodies" (state-endorsed systems coordination entities which operate generally on a county-by-county basis), and to what degree the 2-1-1 applicant meets MI-AIRS standards and is able to provide 24-hour service (Michigan State Legislature; Act No. 295 - Public Acts of 2000; "Michigan Telecommunications Act", Sec. 214; effective July 17, 2000. < http://www.michiganlegislature.org/txt/publicact/1999-2000/pa029500.htm >).
System Design	Decentralized. Though no specific decisions regarding the exact number and locations of 2-1-1 call centers have yet been made, it seems likely that 10-15 call centers will be initially included in a statewide 2-1-1 system, with more possibly added later should localized service issues dictate.
Databases	A task force from the MI 211 Collaborative is developing a system for resource management technical assistance. The Collaborative will submit grant proposals to philanthropic foundations to fund this technical assistance program. Most comprehensive I&R call centers with plans to become 2-1-1 Call Centers currently use REFER. Tapestry is used in two call centers.
Notes - Project	<p>- The Michigan 211 Collaborative was formed to to implement and support the use of 2-1-1. The Collaborative consists of representatives from the Michigan Association of United Ways, a number of larger United Ways which currently operate I&R services, other comprehensive and specialized I&R providers, MI-AIRS, the Detroit Public Library, Michigan Nonprofit Association, Department of Community Health, FIA, the state Office on Aging, the Michigan Telecommunications Association, Ameritech, Verizon., and is open to all interested parties.</p> <p>- The Volunteer Center of Battle Creek launched 2-1-1 service on August 1, 2002. Heart of West Michigan United Way's (HWMUW) First Call for Help in Grand Rapids launched service on November 13, 2002. Kalamazoo, Ottawa, Midland and Jackson counties anticipate launching service in 2003. Each of these Call Centers will serve a single county upon initial operation. A number of currently operational comprehensive call centers from other communities in the state are preparing to become 2-1-1 active in the next 18 months. Southeast Michigan anticipates service delivery the first quarter of 2004; regional 2-1-1 service plan is underway for the Upper Peninsula of Michigan. With current 2-1-1 development activity underway, over 70% of Michigan is expected to have 2-1-1 service by the end of 2004.</p>
Major Issues - Project	Few obstacles to 2-1-1 implementation have been expressed. HWMUW representatives have expressed some degree of doubt regarding the abilities of some social service programs to handle potentially increased demand for their services once 2-1-1 becomes

operational. Careful management of database information with reference to the capabilities and resources of social service programs is therefore required.

LEC Involvement	SBC, Verizon, a variety of other carriers with involvement through the Telecommunications Association of Michigan
Tariff	Verizon: \$507.00 per call center, \$117.00 per switch with no ongoing costs.
Rate Structure	SBC: \$35 per call center ongoing fee, local calls routed locally
Setup Costs	SBC - \$750. per switch
Maintenance Costs	
Notes – LEC	Many of the smaller LECs did translation and switching at no charge Statewide switch was negotiated with SBC
Major Issues – LEC	
Wireless Development	No substantial contact has yet been made with wireless service providers.
Source(s)	Nancy Lindman, Coordinator – Michigan 211 <nindman@attbi.com> [updated 3-25-03] Robert McKown - Heart of West Michigan United Way / Michigan 211 Collaborative [phone interview 7/27/01] < http://www.unitedwaycares.com > MI-AIRS < http://www.comnet.org/miairs > Michigan State Legislature. Act No. 295 - Public Acts of 2000; "Michigan Telecommunications Act", Sec. 214; effective July 17, 2000. < http://www.michiganlegislature.org/txt/publicact/1999-2000/pa029500.htm >

State	Minnesota
Company/Project	Greater Twin Cities United Way (GTCUW) / First Call Minnesota (FCMN)
Development Leaders	Greater Twin Cities United Way, First Call Minnesota
Area Served	Minnesota-Entire State
2-1-1 Start Date	August, 2002
Utilities Commission	The Minnesota Public Utilities Commission (MPUC) rejected the initial tariff filed by Qwest for telecommunications charges to 2-1-1 developers GTCUW and FCMN on December 3, 2001 (see "Tariff" for more information). Qwest refiled the tariff in February, 2002 with no cost per call or ongoing charges which the PUC accepted.
Legislation	Although a separate appropriation for statewide 2-1-1 implementation was not approved by the Legislature in 2001, it received a very positive reception in both the State House of Representatives and Senate and through the Governor's office. Through the Department of Human Services and the Minnesota Board on Aging, an appropriation was approved in the 2001 legislative session to create improved access to Seniors for health and human services information. Through that legislation, the Minnesota Board on Aging will work with GTCUW and FCMN to expand their statewide database, build a web presence and create a viable model for other partnerships with 2-1-1.
System Design	The infrastructure for a statewide 2-1-1 system is currently in place and is a combination of a centralized / decentralized administration model with multiple call centers. In the Twin Cities region, there is one 2-1-1 call center (GTCUW 2-1-1/ formerly First Call for Help), and in greater Minnesota, there are currently nine hubs administered regionally under the "umbrella" of FCMN. There is a toll-free 800-number currently used for the state, routed by prefix, that provides a back up number for 2-1-1, as the state continues to roll out 2-1-1 via cell phones and pay phones. All counties and regions of the state are covered.
Databases	There is currently a statewide database available via the Internet or standalone, used by GTCUW and all hubs through FCMN. GTCUW 2-1-1 is using a new web-based software developed by Community TechKnowledge, Inc. out of Austin Texas. FCMN is using a new web based software developed by Northlight. GTCUW and FCMN are currently working on data migration and coordination issues, so that consumers will have choices and optimal access to 2-1-1 data.
Call Volume 2003	The projection for call volume in the GTCUW 2-1-1 area is about 275,000 calls, a 15 % increase. In the FCMN call area for greater MN it will be a similar increase, at about 86,000 calls.
Notes – Project	Currently, over 310,000 calls are received annually through the statewide system. GTCUW 2-1-1 and the FCMN hubs meet the recommended criteria for established 2-1-1 call centers and are the vendors for the 211 system (Minnesota has a population of 4.4 million, with 87 counties). Expansion dollars to address capacity will initially come from the state through the Minnesota Board on Aging.
Major Issues – Project	Minnesota has a long history of successful collaboration and cooperation among service providers and state and local government. The obstacles to 211 in Minnesota are primarily financial. The work ahead includes achieving a strong strategic alliance of all stakeholders to secure an ongoing legislative appropriation for maintenance and support of the system.
LEC Involvement	Qwest

Tariff	Qwest filed a tariff with MPUC in August, 2001 requiring service establishment charges of \$30.00 per central office (177 sites) and a \$300.00 fee per point-to number. A per-call rate of \$.02 would also have been incurred by 2-1-1 vendors. MPUC ruled that there are virtually no ongoing costs to Qwest to provide 2-1-1 after service establishment and directed Qwest to refile the tariff with no per call charge. Qwest complied with this directive and filed a revised tariff, effective February 22, 2002
Rate Structure	After service establishment charges, no ongoing costs will be incurred.
Setup Costs	Although Qwest had originally indicated \$300.00 per 2-1-1 provider service establishment charge and \$95.00 per central office programming fee (177 Qwest central offices in Minnesota are programmed to deliver 2-1-1 service), only a charge of \$5,700 was incurred.
Maintenance Costs	Maintenance costs in Minnesota primarily revolve around maintenance for increased capacity at the call centers. An estimated increase of \$2 million annually will be needed to maintain a 2-1-1 call system statewide. There is currently an operating budget of about \$1.5 million.
Major Issues - LEC	Initial negotiations with Qwest proceeded smoothly. Upon the December, 2001 ruling by MPUC requiring Qwest to revise its 2-1-1 tariff (see "Tariff" for more information), Qwest demonstrated some degree of unwillingness to continue negotiations.
Wireless Development	Qwest Wireless is delivering 2-1-1 access with no charges beyond the basic calling plan already carried by the user.
Source(s)	Caty Jirik, Greater Twin Cities United Way [email submission 9/25/01] [updated 1/18/02] [updated 2/26/02] [updated 6/19/02] [updated 3/18/03] Qwest Corporation; Exchange and Network Services Catalog - Minnesota, Section 10.11.3 "N11 Service" - effective 8/27/01 < http://www.qwest.com >

State	Mississippi
Company/Project	First Call For Help
Development Leaders	United Way of Northeast Mississippi, Lee County Families First, etc.
Utilities Commission	No contact has been made with Mississippi Public Service Commission (PSC) regarding 211 implementation.
Legislation	None yet pursued.
System Design	No specific decisions have been made regarding system design, though it is possible that after-hours calls may be directed to CONTACT Helpline, a 24-hour crisis line located in Columbus, Mississippi.
Databases	First Call For Help uses an IRis database containing entries on approximately 1,800 programs. The organization is considering other, more "web-friendly" databases for future use.
Notes - Project	First Call For Help (FCFH) is a small, comprehensive I&R located in Tupelo serving a 15-county region of Northeast Mississippi with a population of approximately 70-80,000. FCFH currently receives approximately 1,800 calls per month. Preliminary discussions have been held concerning the formation of a committee to develop 211.
Major Issues - Project	FCFH experienced a massive increase in calls between early 2000 and mid-2001. A great deal of this increase is attributed to large industry layoffs in the region. In early 2000, FCFH handled approximately 100 inquiries monthly. By mid-2001, this number had increased to approximately 1,800 calls per month. Staff efforts have therefore been dedicated almost solely to managing this increase. A third staff member was hired in August, 2001. It is hoped by FCFH representatives that more resources will be available to pursue 211 development through late 2001.
LEC Involvement	BellSouth
Tariff	A 211 tariff has been filed in Mississippi by BellSouth. Similar to tariffs throughout the rest of BellSouth's territory, this tariff requires service establishment charges of \$389.90 per basic local calling area plus \$150.00 per central office activation (BellSouth - Mississippi, "General Subscriber Services Tariff - A13.79 211 Dialing Service", effective January 15, 2001). No Monthly Recurring Charges are indicated in this tariff.
Rate Structure	After service establishment charges, no ongoing costs are indicated.
Setup Costs	Tariffed service establishment charges of \$389.90 per basic local calling area plus \$150.00 per central office activation (see "Tariff" for more information).
Maintenance Costs	No ongoing maintenance costs are indicated.
Notes - LEC	Preliminary contact has been made with BellSouth representatives regarding 211. Due to the relatively early stage of 211 implementation in Mississippi, however, no information beyond that indicated in tariff documents is available.
Wireless Development	No substantial progress concerning wireless access issues has been made.

Source(s)

Katherine Evers, Director , First Call For Help [updated 7/29/02}
<<http://www.firstcallforhelpline.org>>

BellSouth - Mississippi, "General Subscriber Services Tariff - A13.79 211 Dialing Service",
effective January 15, 2001. <<http://www.bellsouth.com/tariffs>>

State	Nebraska
Company/Project	United Way of the Midlands (UWM)
Development Leaders	United Way of the Midlands' First Call For Help (FCFH)
Area Served	
2-1-1 Start Date	
Utilities Commission	The Nebraska Public Service Commission provided final approval for the use of the 211 number to the United Way of the Midlands to use in four counties (Douglas, Sarpy, Cass and Dodge Counties), to function as a pilot program for the State. The number has been operational since May 1, 2002 with a formal launch taking place in mid-Fall 2003.
System Design	The system design has not been finalized. This is a work in progress. The Nebraska Health and Human Services has explored 4 models for a statewide information and referral service that 2-1-1 is an integral part of. UWM's FCFH has been converted to a 2-1-1 call center and provides service to 4 counties (Douglas, Sarpy, Cass and Dodge Counties) and is serving as the Nebraska Pilot.
Database	United Way of the Midlands' First Call For Help (FCFH) currently utilizes an IRis database containing entries for approximately 730 agencies and 1,140 programs. The database is accessible via the World Wide Web, in hardcopy, on CD-ROM and on floppy disk. Plans for integrating databases statewide database is being explored.
Call Volume 2002	22,239
Call Volume 2003	26,687
Notes-Project	In 1999, a feasibility study authorized by the Nebraska Legislature and paid for by the United Way of the Midlands and Nebraska Health and Human Services found that a statewide system was not only feasible, but desirable. A recommendation from the study was to develop a pilot program and evaluate that program prior to statewide implementation. United Way of the Midlands has converted their First Call For Help to serve as the pilot program for the state. The pilot site will service Douglas, Sarpy, Cass and Dodge Counties. Efforts for statewide implementation will continue.
LEC Involvement	Qwest, MCI, Alltel and AT & T
Tariff	None yet submitted
Rate Schedule	Unknown
Setup Costs	\$228,178 (Conversion of FCFH)
Maintenance Costs	\$363,000
Major Issues - LEC	Getting pay phone companies to allow access to their customers by dialing 2-1-1. Some want elaborate contracts and others have been responsive and made the switch
Wireless Development	Wireless customers for Alltel can access 2-1-1 from their cell phones. Access is still being worked out with the 25 other carriers that service this area.
Source(s)	Jennifer Curran, C.R.S. , 2-1-1 Data Resource and Outreach Manager – United Way of the Midlands [e-mail submission 2/15/02] [updated 7/22/02] [updated 3/25/03]

State	Nevada
Company/Project	
Development Leaders	United Way of Northern Nevada and the Sierra, United Way of the Great Basin, United Way of Southern Nevada, Crisis Call Center
2-1-1 Start Date	
Area Served	
Utilities Commission	Nevada Public Utilities Commission (not involved yet)
Legislation	Under development for introduction in 2003 legislative session. Will be presented as part of Disabilities Strategic Plan, with support from state government.
System Design	Centralized with Multiple Call centers
Databases	Plans to use the Tapestry system
Notes - Project	Large database of resources already exists on Tapestry, the system that will develop into the 2-1-1 database. Plans include eventual development of specialized call centers for callers who need more intensive information and referral.
Major Issues - Project	Nevada's extensive rural and frontier regions lack providers and resources for client services. Multiple telephone service providers throughout the state will make initial system development challenging.
LEC Involvement	Sprint
Tariff	None yet filed.
Rate Structure	No information at this time
Setup Costs	No information at this time
Maintenance Costs	No information at this time
Notes - LEC	
Major Issues - LEC	
Wireless Development	No substantial progress has been made regarding wireless access issues.
Source(s)	Anne Cory, President and CPO, United Way of Northern Nevada and the Sierra [phone interview 11/5/02]

State	New Hampshire
Company/Project	NH Help Line / Community Services Council of New Hampshire
Development Leaders	New Hampshire Help Line
Utilities Commission	The New Hampshire Public Utilities Commission (NHPUC) has largely taken a "hands-off" approach to 211 implementation. The State 211 Commission now holds authority over 211 implementation issues (see "Major Issues - Project" for more information).
Legislation	<p>On July 13, 2001, Governor Jeanne Shaheen signed New Hampshire House Bill 707 establishing a 211 Commission. The commission will "...make recommendations on the design, development, and operation in New Hampshire of the 211 service code for community information and referral providers."* The Commission will consist of 13 members: three members from the State House of Representatives, three members from the State Senate, the Executive Director of the Bureau of Emergency Communications, the state Consumer Advocate, the Commissioner of the Department of Health and Human Services, and four members appointed by the Governor representing LECs, statewide I&R services, local I&R services, and specialized I&R services. The Commission will be responsible for ensuring that any 211 system in New Hampshire complies with AIRS 211 standards, develops cooperative working relationships with 911 emergency services and governmental agencies, develops annual budgets and funding sources, and so on. The 211 Commission will be responsible for designating 211 service providers, and is expected to begin meeting by Fall, 2001. It is hoped that an implementation strategy will be available by the start of the 2002 legislative session.</p> <p>* - "New Hampshire House Bill 707; 2001 Session - An Act Establishing a 211 Commission". <http://www.gencourt.state.nh.us/legislation/2001/HB0707.html></p>
System Design	No specific decision has yet been made, though the "Single Call Center / Centralized Administration" model appears the most feasible and efficient option.
Databases	Currently, Helpline uses a customized, MS Access-based database (web-enabled) with approximately 6,000 agencies represented. Three full-time and one part-time staff members are responsible for database maintenance, which is carried out on a 12-month cycle.
Notes - Project	New Hampshire has a population of approximately 1.3 million. There are approximately 7 comprehensive I&R services in New Hampshire, of which Help Line operates the only statewide, 24-hour call center (one other is a 24-hour service but provides coverage only in the Lebanon area). Of the estimated 110,000 I&R inquiries made annually statewide to all I&R call centers, Help Line receives approximately 56,000 calls (the rest are divided among the other six comprehensive I&R services and a handful of specialized I&Rs). As well, Help Line's database is accessible via the web and receives approximately 9,000 hits each month.
Major Issues - Project	- Help Line filed a petition with NHPUC to provide 211 service in August, 2000. Response from NHPUC was "guarded" yet optimistic (as NHPUC is generally unfamiliar with I&R and therefore had little standard means of adjudicating any competing petitions). "Competing" social service agencies, however (United Way agencies, for example, of which there are 11 in New Hampshire - one of which provides I&R services), filed immediate interventions against Help Line's petition stating that they preferred the dialing code be awarded to I&R centers on a local/regional basis. These interventions appeared to have been motivated by fears of redundancy should 211 be awarded to a central, statewide service provider. In response to this opposition, Help Line conducted a series of "study

group" meetings, which included the intervening agencies and NHPUC representatives, to provide information concerning 211 implementation in other states in hopes of hinting at some form of standard criteria for adjudication. The intervening I&Rs, for example, expressed wishes that Help Line provide them with its database information so that they could provide equivalent services. Help Line generally felt that the "competing" I&Rs will be unable to deliver consistent 211 services due to, for example, under-staffing of call centers (especially with the projected 40% increase in inquiries upon 211 implementation). As well, a system of non-standardized, local/regional/statewide 211 I&R services, some providing 24-hour services while others do not, will likely create an unnecessarily complex switching/rollover model in relation to telecommunications technology. The debate became quite contentious, with one result being NHPUC opting to take a relatively "hands-off" approach to petition granting. In turn, 211 development became somewhat deadlocked until legislation was passed to create the New Hampshire 211 Commission.

LEC Involvement	Verizon
Tariff	No tariff has yet been filed.
Rate Structure	No specific rate structure has yet been provided by Verizon, though estimated cost projections of \$23,000-\$25,000 per year have been expressed.
Setup Costs	Unknown.
Maintenance Costs	Unknown.
Notes - LEC	Though Verizon has provided "efficient" response to inquiries by Helpline, little is yet known regarding specific cost projections for establishment or maintenance of future 211 systems.
Wireless Development	Due to the relatively early stage of LEC negotiations in New Hampshire, little specific information regarding wireless access to 211 is available.
Source(s)	Larry Singelais, Executive Director - New Hampshire Help Line [phone interview 2/23/01] [updated 7/24/01] New Hampshire State Legislature. "House Bill 707; 2001 Session - An Act Establishing a 211 Commission". < http://www.gencourt.state.nh.us/legislation/2001/HB0707.html >

State	New Jersey
Company/Project	New Jersey 2-1-1 Partnership, Inc. (in the process of incorporating as a subsidiary of United Ways of NJ)
Development Leaders	AIRS-New Jersey, United Ways of New Jersey
Area Served	Ultimately all of New Jersey. Pilot areas serve 4 counties (out of 21).
2-1-1 Start Date	Hunterdon County – October 2002 Morris, Passaic & Camden counties – January 2003
Utilities Commission	The New Jersey Board of Public Utilities (BPU) approved a petition on October 3, 2002 that appointed the NJ 2-1-1 Partnership as the sole administrator of 2-1-1 in NJ.
Legislation	None.
System Design	Centralized Administration / Multiple Call Center.
Databases	The Partnership is currently exploring models for database sharing with the ultimate goal of creating a statewide database.
Notes - Project	A pilot of 2-1-1 is underway in three I&Rs serving four counties. More counties will implement 2-1-1 in January 2004. The remaining counties will “turn on” 2-1-1 by January 2005.
Major Issues - Project	The main issues currently facing the Partnership concern fundraising to support the centralized functions (admin, fund raising, marketing, etc.) as well as funds to support ongoing I&R functions and expansion.
LEC Involvement	Verizon (LEC for most of state), Sprint (LEC for a small portion of state), Warwick Valley (LEC for very small portion of the state). A Verizon representative (from the regulatory area) has been involved in the Partnership and actually volunteered to write the petition for the BPU.
Tariff	No indication yet that formal tariff filing will be required. Independent contract with NJ 2-1-1 Partnership instead.
Rate Structure	Rate based on set administrative fee plus a per switch rate.
Setup Costs	Verizon has quoted approximately \$17,000 for the setup of the 4-county pilot. Sprint has quoted approximately \$2,000 for the setup for the pilot.
Maintenance Costs	Recurring LEC charges are nominal but based on call volume.
Wireless Development	No substantial exploration of wireless access issues has yet been made.
Source(s)	Frances Palm, Co-Chair - New Jersey 2-1-1 Partnership; Executive Director - First Call For Help, Inc.; <fpalm@firstcall.org> [phone interview 8/8/01] [updated 2/6/02] [updated 2/26/02] [updated 7/10/02] [updated 3/20/03] < http://www.nj211.org >

State	New Mexico
Company/Project	United Way of Central New Mexico (UWCNM)
Development Leaders	UWCNM
Area Served	Albuquerque area (4 counties)
2-1-1 Start Date	October 2001
Utilities Commission	The New Mexico Public Regulation Commission (NMPRC) has been supportive in 211 implementation, with particular reference to LEC negotiation. While NMPRC recognizes that the FCC 211 Rule does not specifically vest it with authority to determine 211 applications, UWCNM petitioned the Commission for provision of 211 service in June, 2001. This was done in order to develop and "make official" the relationship between the Commission and UWCNM.
System Design	Decentralized. While the 2-1-1 call center to be operated by UWCNM in Albuquerque will stand alone for a time, the design preferred for eventual implementation will closely mirror the "Multiple Call Center / Centralized Administration" model (though "administration" in this case consists primarily of telecommunications and database hosting services). Approximately five regional call centers will be linked via WAN (for database hosting and possible rollover capability) and will use REFER SQL on the central data server.
Databases	UWCNM utilizes a Refer 2000 I&R database. Upon development of 2-1-1 capability in other areas of the state, a centralized, statewide database (hosted by UWCNM) will be created, with each regional call center holding responsibility for maintenance of their respective "section" of the database. As each future 2-1-1 service provider in New Mexico currently uses Refer 2000, compatibility issues are minimal for the creation and use of a statewide resource.
Notes - Project	<ul style="list-style-type: none"> - UWCNM became operational with 2-1-1 service in the Albuquerque area in October, 2001. Marketing of the service was delayed until technical issues were resolved. - 2-1-1 is operational in Roswell at the Family Resource & Referral, Inc. for Chavez County. - I&R representatives from other areas in New Mexico have expressed interest in 2-1-1 implementation (Farmington, Las Cruces, and Clovis). None of these agencies have pursued significant 2-1-1 development, and the 2-1-1 service to be offered in Albuquerque by UWCNM will serve to some degree as a pilot program for the state. A statewide 211 Task Force meets on a monthly basis. - UWCNM has operated the Ask United Way comprehensive I&R service since the mid-1980s. Ask United Way operates during regular business hours, Monday-Friday and serves a population of approximately 600,000 in a four-county area centered on Albuquerque. The service receives approximately 5,000 inquiries annually.
Major Issues - Project	No major issues or obstacles have been expressed. The primary "weakness" expressed by UWCNM representatives consists of a lack of contact with potentially helpful state agencies (Health and Human Services, etc.). While this has yet to present significant obstacles, UWCNM wishes to develop such relationships as early as possible. These relationships are now being actively pursued.
LEC Involvement	Qwest
Tariff	Qwest submitted a tariff to NMPRC for generalized N11 service (311, 511, and 711 are the other N11 codes being developed in New Mexico) in June, 2001. NMPRC protested the content of the tariff with regard to 2-1-1, asserting that rates under the tariff were too high for

viable 2-1-1 development. A revised tariff was provided by Qwest in September, 2001, which requires a one-time service establishment charge of \$300.00 per-point-to number plus a fee of \$30.00 per central office activation. As well, a per-call charge of \$.02 will be incurred by the 2-1-1 service provider.

Rate Structure

After service establishment and central office programming charges, a per-call rate is incurred by the 2-1-1 service provider.

Setup Costs

Tariffed service establishment charges of \$300.00 per point-to number plus \$30.00 per central office programming fees.

Maintenance Costs

A \$.02 charge per call routed is incurred by the 2-1-1 service provider.

Major Issues - LEC

Few obstacles to 2-1-1 implementation have been expressed.

Wireless Development

2-1-1 service is available for customers of Qwest Wireless.

Source(s)

Mike Swisher, AFL-CIO Community Services Liaison
United Way of Central New Mexico
[updated 7/25/02] [updated 3/18/03]

State	New York
Company/Project	211 New York Collaborative
Development Leaders	211 New York Collaborative / NYS AIRS / United Way of New York State
Area Served	New York State
2-1-1 Start Date	To be determined
Utilities Commission	The New York Public Service Commission (NYPSC) has recognized the 211 New York Collaborative as the primary body for 2-1-1 development negotiations and has opted to serve in a facilitative capacity between the 211 New York Collaborative (and its member agencies/potential 2-1-1 providers) and LECs. NYPSC has offered to help mediate any potential obstacles arising within these relationships.
Legislation	New York State Senator Kemp Hannon, Health Committee Chair, sponsored a bill in support of 211. This bill moved from the Energy Committee to the Senate Rules Committee. The companion Assembly bill was introduced by Ron Canestrari (D-Albany) and referred to the Government Operations Committee.
System Design	Decentralized (Multiple Call Center / Centralized Administration). Eventually, a total of 10 call centers are expected, with 3 sites serving as pilots. All 2-1-1 call centers will be connected into a statewide system in terms of database sharing and "rollover" capability (see Notes - Projects for more information).
Databases	No statewide database has been suggested and no standard database software or protocol has been decided upon. While it is a likely goal to attempt standardization for purposes of shareability, etc., such proposals are difficult ground upon which to gain consensus. Regional databases are in formation.
Notes - Project	<p>The 211 New York Collaborative is a cooperative organization of approximately 25 varied social service and I&R agencies, hotlines, and United Ways.</p> <p>3 pilot sites are planned for 2-1-1 implementation, each building upon existing call center infrastructure and capability. Western NY: Central Referral Service and the United Way of Buffalo and Erie County (Buffalo); Finger Lakes: The Health Association / LIFE LINE and United Way of Greater Rochester, (Rochester); Taconic: United Way of Westchester and Putnam / FIRST, Inc. (White Plains)</p> <p>Development of regional collaboratives is also under way in the Central New York and Capital Regions. A model and operations budget for Metro New York City is in development.</p>
Major Issues - Project	<p>The majority of concerns within the New York I&R community regarding 2-1-1 implementation have dealt with smaller I&R and hotline agencies' fears of eventual redundancy upon 2-1-1 implementation. Regional meetings have led to greater understanding and negotiations as the system is built. The 211 New York Collaborative promotes collaboration through simple communication and inclusion - potential</p> <p>2-1-1 service agencies are, for the most part, encouraged to pursue their specific interests, business models, and other issues within natural regions. Initial and ongoing funding sources are a major barrier for 211 pilots and specialized providers within the regions. Several large foundation grants have been secured to support implementation.</p> <p>There is also support for finding a way to allow rural counties to preserve a greater role in consumer response, even if they cannot qualify as a 2-1-1 call center. Such arrangements will be negotiated within each region.</p> <p>The telecommunications plan has been finalized.</p>

LEC Involvement	New York State Telecommunications Association, Verizon
Tariff	None
Rate Structure	Unknown
Setup Costs	Unknown
Maintenance Costs	Unknown
Notes - LEC	No specific information regarding potential costs, rate structures, etc., is available.
Source(s)	Linda Daily, Co-chair - FIRST, Inc. Susan Hager, Co-chair - United Way of New York 211 New York State Collaborative [phone interview 3/7/01; updated 1/25/02; 7/25/02; 3/25/03]

State	North Carolina (Statewide Implementation)
Company/Project	United Way of North Carolina
Development Leaders	United Way of North Carolina (UWNC)
Area Served	There are four operational 2-1-1 sites located in Charlotte, the Research Triangle Area, Greensboro, and Asheville
2-1-1 Start Date	see 'Notes-Project'
Utilities Commission	NCPUC awarded UWNC with the authority to administer 2-1-1 assignment in November, 1999 (approximately 9 months before the FCC 211 ruling). See "Notes – LEC" for more information.
Legislation	UWNC representatives have indicated that an attempt will be made to secure funding support from both the state legislature and the governor's office for future funding.
System Design	Decentralized. Four regional call centers are providing initial 211 I&R services. Expansion efforts are underway by the regional call centers to include surrounding counties. Two additional regions are exploring 2-1-1 coverage.
Databases	All 211 sites in North Carolina utilize IRis databases and adhere to AIRS standards for data collection, taxonomy, etc., in order to ensure future "shareability" and expansion. UWNC representatives indicate that a statewide I&R database consisting, in part, of these resources will be available to call centers and to the public via the World Wide Web.
Notes - Project	Four pilot sites have been approved by UWNC – Asheville (Buncombe County), Central North Carolina (Union, Mecklenburg, and Cabarrus Counties), the "Triangle" (Wake, Orange, Durham, and Chatham Counties), and the "Triad". Call centers in Asheville and the Triangle became operational with 2-1-1 services in May, 2001; the call center in Central North Carolina began offering operational 2-1-1 service in July, 2001, and the call center in the Triad began offering operational 2-1-1 service in February 2002. Each pilot site is administered by a previously existing United Way I&R service for that area. Each adheres to AIRS standards for database operation and management as well as marketing and general operation standards provided by UWNC. Total costs for pilot site operations average \$500,000.00 per year. Reports for the Asheville and Triad 211 call centers indicated a 45% increase in I&R calls during the months of August and September, 2001.
Major Issues - Project	No major "negative" issues/obstacles have been expressed.
LEC Involvement	BellSouth, Verizon, GTE, Sprint
Tariff	Several tariffs are applied to 2-1-1 service in North Carolina, depending upon which LEC is being utilized. See "Rate Structure", "Setup Costs", and "Maintenance Costs" for more information.
Rate Structure	BellSouth: After service establishment charges, no ongoing costs are indicated. Sprint: After service establishment charges, no ongoing costs are indicated.
Setup Costs	BellSouth: Tariffed service establishment charges of \$110.00 per central office activation. Sprint: Tariffed service establishment charges of \$95.74 per central office.
Maintenance Costs	No ongoing costs in the form of per-call rates, flat monthly recurring charges, or any other type are indicated as being incurred by 211 service providers in either of the tariffs filed by

BellSouth or Sprint for the provision of 211 service.

Notes - LEC

NCPUC awarded UWNC with the authority to administer 211 assignment in November, 1999 (approximately 9 months before the FCC 211 ruling). As well, NCPUC has provided a number of regulatory policies governing LEC provision of 211 service. First, NCPUC requires LECs to file tariffs with specific regard to setup costs. Second, NCPUC has ruled that, upon submission of proposed rates for setup and MRCs, the earliest of these will be made the standard required for all LECs (a "precedent cap").

Wireless Development

No substantial steps have yet been taken to provide wireless access to 211 services.

Source(s)

Vicki Elmore, Government relations Director-United Way of North Carolina [update 7/29/02].

Jim Morrison, President – United Way of North Carolina [phone interview 10/22/01]

Central Telephone Company – North Carolina (Sprint). General Subscriber Services Tariff, Section 45 – “211 Service for United Way”; effective August 8, 2000.
<<http://www.localbill.sprint.com/tariffs>>

BellSouth – North Carolina. General Subscriber Services Tariff, Section A13.79 – “211 Dialing Service”; effective November 1, 2000. <<http://www.bellsouth.com>>

State	North Carolina (Guilford and Forsyth Counties)
Company/Project	Piedmont Triad United Way Services Inc./Call 2-1-1
Development Leaders	United Way of Guilford and Forsyth Counties
Area Served	Forsyth, Guilford, Randolph, Rockingham and Davie Counties
2-1-1 Start Date	Feb. 2002
Utilities Commission	NCPUC awarded UWNC with the authority to administer 2-1-1 assignment in November, 1999 (approximately 9 months before the FCC 211 ruling). See "Notes – LEC" for more information.
Legislation	UWNC representatives have indicated that an attempt will be made to secure funding support from both the state legislature and the governor's office for future funding.
System Design	Decentralized. A regional call center provides initial 2-1-1 I&R services.
Databases	All 2-1-1 sites in North Carolina utilize IRis databases and adhere to AIRS standards for data collection, taxonomy, etc., in order to ensure future "shareability" and expansion. UWNC representatives indicate that a statewide I&R database consisting, in part, of these resources will be available to call centers and to the public via the World Wide Web.
Call Volume 2002	26,000 calls
Notes - Project	Total costs for pilot site operations average \$500,000.00 per year. Reports for the Asheville and Triad 211 call centers indicated a 45% increase in I&R calls during the months of August and September, 2001.
Major Issues - Project	No major "negative" issues/obstacles have been expressed.
LEC Involvement	BellSouth, Verizon, GTE, Sprint
Tariff	Several tariffs are applied to 2-1-1 service in North Carolina, depending upon which LEC is being utilized. See "Rate Structure", "Setup Costs", and "Maintenance Costs" for more information.
Rate Structure	BellSouth: After service establishment charges, no ongoing costs are indicated. Sprint: After service establishment charges, no ongoing costs are indicated.
Setup Costs	BellSouth: Tariffed service establishment charges of \$110.00 per central office activation. Sprint: Tariffed service establishment charges of \$95.74 per central office.
Maintenance Costs	No ongoing costs in the form of per-call rates, flat monthly recurring charges, or any other type are indicated as being incurred by 2-1-1 service providers in either of the tariffs filed by BellSouth or Sprint for the provision of 2-1-1 service.
Notes - LEC	NCPUC awarded UWNC with the authority to administer 2-1-1 assignment in November, 1999 (approximately 9 months before the FCC 211 ruling). As well, NCPUC has provided a number of regulatory policies governing LEC provision of 211 service. First, NCPUC requires LECs to file tariffs with specific regard to setup costs. Second, NCPUC has ruled that, upon submission of proposed rates for setup and MRCs, the earliest of these will be made the standard required for all LECs (a "precedent cap").

Wireless Development No substantial steps have yet been taken to provide wireless access to 2-1-1 services.

Source(s) Nathan Cooke, [updated 3/18/03]

State	North Carolina (Research Triangle Park)
Company/Project	Triangle United Way
Development Leaders	United Way of North Carolina (UWNC)
Area Served	Chatham, Durham, Orange, and Wake Counties
2-1-1 Start Date	February 2002 – Actual launch of our site was 8-8-2001 (Feb 2002 was Triad area – not Triangle. Charlotte was in August of 2001 and Asheville was April 2001)
Utilities Commission	NCPUC awarded UWNC with the authority to administer 2-1-1 assignment in November, 1999 (approximately 9 months before the FCC 211 ruling). See “Notes – LEC” for more information.
Legislation	UWNC representatives have indicated that an attempt will be made to secure funding support from both the state legislature and the governor’s office for future funding.
System Design	Decentralized. A regional call center provides initial 2-1-1 I&R services. Expansion efforts are underway by the regional call centers to include surrounding counties.
Databases	All 211 sites in North Carolina utilize IRis databases and adhere to AIRS standards for data collection, taxonomy, etc., in order to ensure future “shareability” and expansion.
Call Volume 2002	11,485
Call Volume 2003	Anticipated call volume for 2003 – 12,000
Notes - Project	
Major Issues - Project	Sustainability seems to be an issue for all call centers in NC as well as finding a way to eliminate phantom calls. Phantom calls are costing the Triangle area some unnecessary costs.
LEC Involvement	BellSouth, Verizon, GTE, Sprint
Tariff	Several tariffs are applied to 2-1-1 service in North Carolina, depending upon which LEC is being utilized. See “Rate Structure”, “Setup Costs”, and “Maintenance Costs” for more information.
Rate Structure	BellSouth: After service establishment charges, no ongoing costs are indicated. Sprint: After service establishment charges, no ongoing costs are indicated.
Setup Costs	BellSouth: Tariffed service establishment charges of \$110.00 per central office activation. Sprint: Tariffed service establishment charges of \$95.74 per central office.
Maintenance Costs	No ongoing costs in the form of per-call rates, flat monthly recurring charges, or any other type are indicated as being incurred by 211 service providers in either of the tariffs filed by BellSouth or Sprint for the provision of 211 service.
Notes - LEC	
Wireless Development	No substantial steps have yet been taken to provide wireless access to 2-1-1 services.

Source(s)

Susan King Cope [updated 3/18/03]

State	North Carolina (Western North Carolina)
Company/Project	United Ways of Asheville and Buncombe County
Development Leaders	United Way of North Carolina (UWNC)
Area Served:	Buncombe County
2-1-1 Start Date:	May 2001
Utilities Commission	NCPUC awarded UWNC with the authority to administer 2-1-1 assignment in November, 1999 (approximately 9 months before the FCC 211 ruling). See "Notes – LEC" for more information.
Legislation	UWNC representatives have indicated that an attempt will be made to secure funding support from both the state legislature and the governor's office for future funding.
System Design	Decentralized. A regional call center provides initial 2-1-1 I&R services.
Databases	All 2-1-1 sites in North Carolina utilize IRis databases and adhere to AIRS standards for data collection, taxonomy, etc., in order to ensure future "shareability" and expansion. UWNC representatives indicate that a statewide I&R database consisting, in part, of these resources will be available to call centers and to the public via the World Wide Web.
Call Volume 2002:	55716 Calls/37900 Callers
Call Volume 2003:	Anticipate responding to over 50,000 calls
Notes – Project	Cost: \$131,000 (phones, computers, renovations, equipment, furniture) \$350,000 from a foundation to support two-years of operations for 2-1-1 and increase in Volunteer Center volume. Volume: Twelve months prior to 2-1-1 implementation vs. first twelve months of 2-1-1 = 34.97%. The full calendar year prior to 2-1-1 implementation vs. full calendar year after implementation = 54.51%
Major Issues - Project	No major "negative" issues/obstacles have been expressed.
LEC Involvement	BellSouth, Verizon, GTE, Sprint, Barnhartsville Telephone and Telegraph
Tariff	Several tariffs are applied to 2-1-1 service in North Carolina, depending upon which LEC is being utilized. See "Rate Structure", "Setup Costs", and "Maintenance Costs" for more information.
Rate Structure	BellSouth: After service establishment charges, no ongoing costs are indicated. Sprint: After service establishment charges, no ongoing costs are indicated.
Setup Costs	BellSouth: Tariffed service establishment charges of \$110.00 per central office activation. Sprint: Tariffed service establishment charges of \$95.74 per central office.
Maintenance Costs	No ongoing costs in the form of per-call rates, flat monthly recurring charges, or any other type are indicated as being incurred by 2-1-1 service providers in either of the tariffs filed by BellSouth or Sprint for the provision of 2-1-1 service.
Notes - LEC	NCPUC awarded UWNC with the authority to administer 2-1-1 assignment in November,

1999 (approximately 9 months before the FCC 211 ruling). As well, NCPUC has provided a number of regulatory policies governing LEC provision of 211 service. First, NCPUC requires LECs to file tariffs with specific regard to setup costs. Second, NCPUC has ruled that, upon submission of proposed rates for setup and MRCs, the earliest of these will be made the standard required for all LECs (a "precedent cap").

Wireless Development

Wireless access to 2-1-1 has been pursued, but the wireless companies have stated that it is too expensive for them to allow these calls. Further pursuit will depend on national progress toward wireless 2-1-1.

Source(s)

Julie Sargent [3/20/03]

State	Ohio
Company/Project	211 Ohio Collaborative
Development Leaders	211 Ohio Collaborative / Ohio Council of Information and Referral Providers (OCIRP)
Area Served	Ohio (although local area I&Rs will provide 2-1-1 services to their already existing service areas usually by county or several counties).
2-1-1 Start Date	Two agencies are up and running: HelpLine of Delaware & Morrow Counties (November 2002) and United Way HelpLine of Cincinnati (February 2003). There are 12 other agencies serving 23 counties that have been approved as 2-1-1 call centers but are not up and running yet primarily due to unresolved tariff issues with SBC.
Utilities Commission	Public Utilities Commission of Ohio (PUCO) was petitioned to designate OCIRP as the administrative body for 2-1-1 applicants (see "Major Issues - Project" for information regarding the application process for 2-1-1 providers).
Involvement	PUCO responded affirmatively to this petition June 21, 2001. PUCO maintains little other role in 2-1-1 coordination and implementation, preferring to allow OCIRP and the Collaborative to work with LECs independently. PUCO has stated that statewide tariffs will be required from all involved LECs and has indicated that it will help to resolve any conflicts that arise with regard to LEC negotiations. As well, PUCO's 2-1-1 ruling describes time limitations placed upon LECs for 2-1-1 implementation once an approved request for service has been made by a 2-1-1 call center (see "Notes - LEC" for more information regarding these requirements).
Legislation	No legislation is currently pursued.
System Design	<p>The Collaborative's approach to 2-1-1 implementation is designed on a county-by-county designation. The majority of Ohio's 88 counties currently have an entity that provides I & R services, many of which are operated on a 24-hour-a-day, 7-day-a-week basis. Each 2-1-1 provider will operate on a county scope, with some providing services for multiple counties as well. Those county-based agencies with specialized, non-comprehensive I&R capability will take steps to ensure more comprehensive coverage. As well, agencies that choose not to provide 24-hour service for their county will be required to either expand coverage or contract with a 24-hour I&R provider to receive "off-hours" calls. 24-hour call centers covering more than one county will identify a caller's location by zip code and will tailor referrals accordingly. As some counties currently have no I&R providers, and others have several potential candidates, the process of implementation will be phased in over time. A three-stage implementation process is planned.</p> <p>In the first stage (expected to become operational in the Fall of 2002), those areas already meeting, or able to meet national standards will become operational (approximately 16 call centers serving 29 counties are included in this group).</p> <p>The second stage involves existing I&Rs who need some level of development (funding, infrastructure development, etc.) in order to comply with standards. Once these I&Rs reach compliance, they will become 2-1-1 call centers.</p> <p>The third and final stage involves communities which have expressed interest in 2-1-1 service, but which do not have substantial I&R infrastructure. These communities will be aided in developing I&R call centers for eventual 2-1-1 service.</p>
Databases	Since 2-1-1 call centers will operate on a county-by-county basis, few database decisions have been made on a state level. AIRS taxonomic standards will be adhered to, and "shareability" will be maintained for those call centers covering more than one county or providing off-hours services for other agencies. Many currently-operating comprehensive I&R services already have established database resources, and these will mainly be

retained. Other agencies will be required to decide themselves the best route taken to providing comprehensive service and AIRS standards compliance, etc.

Notes - Project

The 211 Ohio Collaborative consists of 28 member agencies, most of which are I&R providers of varying specializations and scopes. The Collaborative includes agencies ranging from local services on aging or mental health to various United Way organizations to currently operating I&R call centers (InfoLine, HelpLink, etc.) serving a total population of approximately 7.7 million. Combined, these agencies received a total of 754,502 I&R calls in 1999. "The . . . Collaborative estimates that the total number of calls accepted by community based I&R services (including those that are not currently members of the Collaborative) is approximately 850,000-900,000 a year." The Collaborative was formed in 1999 as part of the Ohio Council of Information and Referral Providers (OCIRP). Founded in 1978, OCIRP provides guidance on standards for the delivery of I&R services and provides support to service agencies. OCIRP administers applications from agencies that wish to provide 2-1-1 services and provides standards oversight and guidance among those providers.

Major Issues - Project

As OCIRP is designated as the coordinating body for 2-1-1 activities in Ohio, it requires interested organizations to complete an application prior to being approved as a 211 call center. In order to avoid potential conflicts in which more than one agency wishes to serve as the 2-1-1 call center in a service area, the applying agency will be required to demonstrate community support for its designation as the 2-1-1 provider. This will be accomplished via the candidate agencies soliciting letters of recommendation from various representative community bodies (for example: city councils, county commissioners, area social service agencies, local library systems, etc.). If a candidate agency enlists the support of 80% of a given list of community bodies, that agency is granted approval over any "competitors".

LEC Involvement

Ameritech, Verizon, Cincinnati Bell, Sprint, Alltel

Tariff

Varies depending on LEC: Tariffs currently approved as of July 23, 2002

LEC Company	Per 211 Call Center	Charge per Central Office	Exchange Exclusion Charge	No. Change Charge
Sprint		\$115	\$225	\$ 22.65
Verizon	\$495	\$116		
AllTel		\$500		
Columbus Grove	\$20	\$115	n/a	\$20
Orwell	\$20	\$115	\$225	\$20
Frontier	none	none	none	none

Rate Structure

Due to the selected system design (namely, a county-by-county designation), routing will be achieved with direct 2-1-1-to-local-7 or 10 digit-number translation, thereby eliminating, in most cases, any costs with regard to maintenance of toll-free-800 service, etc.

Setup Costs

Varies dramatically depending upon the 211 Call Center and the number of LEC Central Offices and the requirements of the LECs tariffs.

Maintenance Costs

As of July 23, 2002, all approved tariffs have excluded any ongoing reoccurring charges for 211 service except for requested number changes.

Notes - LEC

The PUCO 2-1-1 ruling provided timeline limitations for LECs to provide operational 2-1-1 service once a request has been filed from an approved 211 service provider. In this ruling, LECs have 30 days to provide operational 2-1-1 service upon request if a 2-1-1 tariff is in place. If a tariff has not yet been filed, a LEC has 30 days to file, upon which the LEC then has 30 days to provide 2-1-1 service. Not all LECs have established rate structures/costs, setup costs, and other aspects of 2-1-1 operation. The Ohio Telecommunications Industry Association (OTIA) currently has no representation on the 211 Ohio Collaborative, though the

Collaborative has met with OTIA representatives on several occasions. Most major LECs have approved tariffs except SBC/Ameritech which is expected to file in July or August 2002.

Major Issues - LEC

The Collaborative and LECs have met with the PUCO on an ongoing basis to discuss pricing and installation timeline issues. The larger LECs cite complexity of the implementation process. The Collaborative has been successful in working with most of these larger LECs to reach agreements on reasonable tariff costs. The Collaborative and SBC/Ameritech are continuing efforts to reach some agreement on pricing. Smaller LECs do not face the same system complexities as their larger counterparts and anticipate a relatively smooth, inexpensive transition to 211.

Wireless Development

No substantial contact has yet been made with wireless service providers.

Source(s)

Richard Stahl, Coordinator - 211 Ohio Collaborative [updated 7/28/02] [updated 4/15/03]
<http://www.211ohio.net>

State	Ohio (Delaware and Morrow Counties)
Company/Project	Helpline of Delaware and Morrow Counties
Development Leaders	211 Ohio Collaborative / Ohio Council of Information and Referral Providers (OCIRP)
Area Served	Delaware and Morrow Counties
2-1-1 Start Date	November 2002
Utilities Commission	See State of Ohio
Legislation	None
System Design	HelpLine has two sites that are connected serving the two county area. This allows for coverage at either site. HelpLine currently meets almost all of the 2-1-1 national standards and has almost completed the AIRS accreditation process. The two county area is covered by different phone companies. Each counties 2-1-1 calls are forwarded to their local number or an 800 number if the call center contains numbers that require a toll. The southern portion of one county is on a shared boundary with another 2-1-1 call center. We will be utilizing software that will be programmed to send calls with appropriate prefix to appropriate call center since wire centers cannot be split along county lines.
Databases	Since 2-1-1 call centers will operate on a county-by-county basis, few database decisions have been made on a state level. AIRS taxonomic standards will be adhered to, and "shareability" will be maintained for those call centers covering more than one county or providing off-hours services for other agencies. Many currently-operating comprehensive I&R services already have established database resources, and these will mainly be retained. Other agencies will be required to decide themselves the best route taken to providing comprehensive service and AIRS standards compliance, etc.
Notes - Project	none
Major Issues - Project	Awaiting resolution of SBC issue to be able to serve southern portion of service area
LEC Involvement	Ameritech, Verizon, , Sprint
Tariff	see 'State Ohio' for more information
Rate Structure	Due to the selected system design (namely, a county-by-county designation), routing will be achieved with direct 2-1-1-to-local-7 or 10 digit-number translation, thereby eliminating, in most cases, any costs with regard to maintenance of toll-free-800 service, etc.
Setup Costs	Costs quoted by companies: Verizon \$895; Sprint \$12,000 (higher due to exclusion charge which was not anticipated by Collaborative – Turned out that there were a substantial number of exclusions for my one service area).
Maintenance Costs	As of July 23, 2002, all approved tariffs have excluded any ongoing reoccurring charges for 211 service except for requested number changes.
Notes - LEC	none

Major Issues - LEC	SBC issue
Wireless Development	None. However, providers are finding it critical to communicate in marketing that 2-1-1 is not available on cell phones yet.
Source(s)	Susan Hanson, Executive Director, HelpLine of Delaware & Morrow Counties, Inc. [email submission 4/20/03]

State	Oklahoma (Tulsa Area)
Company/Project	Tulsa 211 Helpline
Development Leaders	Community Service Council of Greater Tulsa (CSC), Tulsa Area United Way, and 211 Advisory Committee comprise the initial leadership of 211 planning and development. The Tulsa 211 Initiative was officially formed in July, 2001 with Venture Grant funding from the Tulsa Area United Way. To lead the initiative, the Community Service Council of Greater Tulsa formed a 211 Advisory Committee consisting of Tulsa area community leaders plus a Professional Collaborative Committee, consisting of staff from specialized I&R agencies, departments of government, and 911 Emergency Services.
Area Served	A six-county service area including Tulsa, Rogers, Wagoner, Okmulgee, Creek, and Osage Counties
2-1-1 Start Date	Fall, 2003
Utilities Commission	On February 12, 2003, The Oklahoma Corporation Commission published proposed rules and regulations amending its current rules regarding telecommunications services including the addition of rules and regulations regarding 2-1-1 services. Final rules will be announced before April 1, 2003. When the amendments are adopted, the Tulsa CSC 211 Helpline will be applying to become the 2-1-1 call center for the 6 county area surrounding Tulsa.
Legislation	On May 24, 2002, the Oklahoma State Senate passed a resolution expressing its support for the Tulsa 211 Helpline and recognizing the Tulsa Initiative as a unique opportunity to test the workability of 2-1-1 for implementation statewide
System Design	Centralized. A single call center will provide service to a 6 county area surrounding Tulsa for the pilot 2-1-1 project.
Databases	CSC Helpline currently uses an IRis database covering approximately 350 agencies and 2,200 programs. This database is available on the World Wide Web. Additional software, under consideration for future use, will link the caller record data base and the human service data base.
Notes - Project	The Tulsa 211 Initiative has been collaborating with the Community Council of Central Oklahoma's 211 Initiative in the Greater Oklahoma City area. The two Initiatives have an agreement to work together in the development of a statewide Oklahoma 211 organization.
Major Issues – Project	The Tulsa Initiative continues seeking ongoing financing to complete a comprehensive 2-1-1 funding package that includes United Way, foundation grants, private donations and governmental sources.
LEC Involvement	Once the Oklahoma Corporation Commission completes its revised rules and regulations, SBC and other telcos operating in Oklahoma will have a clear understanding of their obligations as pertains to their role in bringing 211 services to the public.
Tariff	None yet submitted
Rate Structure	Unknown
Setup Costs	Unknown
Maintenance Costs	Unknown

Notes - LEC

Wireless Development

Contact has been ongoing with SBC with limited concrete information being received. SBC has requested assistance from the Corporation Commission primarily to clarify its role in the selection of 211 call centers statewide.

Source(s)

David Bernstein - Helpline 2-1-1 [phone interview 7/31/01] [updated 2/5/02] [updated 7/18/02] [updated 3/21/03]
<Dbernstein@csctulsa.org>
<<http://www.csctulsa.org>>

State	Oklahoma (Oklahoma City area)
Company/Project	Central Oklahoma 2-1-1 Helpline
Development Leaders	The Community Council of Central Oklahoma, CONTACT Crisis Helpline, and approximately 25 representatives from local I&R service providers, local and state government, health and human services providers, and the United Way.
Area Served	Seven Central Oklahoma counties of: Canadian, Cleveland, Lincoln, Logan, McClain, Oklahoma, Pottawatomie. Population of this area is 1.1 million.
2-1-1 Start Date	Cold rollout test phase summer 2004; Publicized start date Jan/Feb 2005.
Utilities Commission	On February 12, 2003, The Oklahoma Corporation Commission published proposed rules and regulations amending its current rules regarding telecommunications services including the addition of rules and regulations regarding 2-1-1 services. Final rules will be announced before April 1, 2003. When the amendments are adopted, the Central Oklahoma 2-1-1 Helpline will be applying to become the 2-1-1 call center.
Legislation	On May 24, 2002, the Oklahoma State Senate passed a resolution expressing its support for the Tulsa 211 Helpline and recognizing the Tulsa Initiative as a unique opportunity to test the workability of 211 for implementation statewide.
System Design	Centralized, a single call center will provide service to the 7 county area surrounding Oklahoma City.
Databases	CONTACT Crisis Helpline, the future physical location of the 2-1-1 call center, currently uses Iris, but one of 7 subcommittees formed is focused on choosing the database(s) that will best serve or community.
Notes – Project	Central Oklahoma 211 Helpline has been collaborating with the Tulsa initiative and have an agreement to work together in the development of a statewide Oklahoma 211 organization.
Major Issues – Project	Funding, one foundation grant has been awarded and are awaiting the results of others. Other potential sources included, corporate, United Way, and federal grants.
LEC Involvement	Once the Oklahoma Corporation Commission completes its revised rules and regulations, SBC and other telcos operating in Oklahoma will have a clear understanding of their obligations as pertains to their role in bringing 211 services to the public.
Tariff	None yet submitted
Rate Structure	Unknown
Setup Costs	Unknown
Maintenance Costs	Unknown
Notes - LEC	
Wireless Development	Contact has been ongoing with SBC with limited concrete information being received. SBC has requested assistance from the Corporation Commission primarily to clarify its role in the selection of 211 call centers statewide.

Source(s)

Joey Fronheiser, Community Council of Central Oklahoma,
jfronhieser@community-council.org [email submission 4/07/03]

State	Oregon
Company/Project	Oregon 211 (OR211) Coalition
Development Leaders	OR211 Coalition
Area Served	
2-1-1 Start Date:	Portland Metro Area, February 2004 (tentative).
Utilities Commission	The Oregon Public Utilities Commission has indicated that, because it has no authority specifically delegated to it by the FCC 2-1-1 ruling, it will function primarily in a guiding and facilitative capacity with regard to 2-1-1 implementation.
Legislation	<p>Oregon House Bill 3886 was introduced in the 2001 regular session of the Oregon State Legislature, and was left "in committee" upon the session's adjournment. The measure would have required the Oregon Department of Human Services to "...establish, maintain, and publicize a network of regional social service information and referral centers serving all areas of the state."* The I&R network was to have utilized the 2-1-1 dialing code for access to the system and funding appropriations were to be included. The Bill was, according to OR211 representatives, not "ideal" in that 2-1-1 implementation would have fallen under the aegis of the state. It was, however, useful in creating heightened awareness among lawmakers regarding I&R functioning and requirements.</p> <p>* - Oregon State Legislature. "House Bill 3886 – 2001 Legislative Session".</p>
System Design	No specific decision have yet been made regarding system design, though it seems likely that some form of the "Decentralized" model will be followed [see "Notes – Project for more information].
Databases	No specific decision have yet been made regarding database usage for a statewide system [see "Notes – Project for more information].
Notes - Project	<p>- The OR211 Coalition was formed in October, 2000 as a means to facilitate 2-1-1 implementation for the state. OR211 consists of representatives from a wide variety of agencies: comprehensive and specialized I&R providers, state departments and agencies (Corrections, Human Services, Housing and Community Services, etc.), county-based health and human service agencies and I&R providers, not-for-profit service agencies, etc.</p> <p>The OR211 Steering Committee formed in Mid-2002 continues to meet on a monthly basis to guide implementations efforts. An implementation plan was submitted for review of the OR211 Coalition in November 2002 at the Community Action Directors of Oregon Poverty Conference. That plan is currently under revision pending the outcome of a regional funding proposal to the Bill and Melinda Gates Foundation.</p> <p>In the winter of 02 – 03, AIRS, NW-AIRS, OR211 and WIN211 jointly submitted the above referenced proposal. If awarded the grant will support NW Business Planning efforts, develop an on-line system of training, certification and accreditation, and support capacity building efforts of the state Coalitions at the state and local level. A decision on the \$400,000+ request is expected by May 1, 2003.</p> <p>January 2003 saw a major development for OR211 implementation efforts as the State Department of Administrative Services (DAS) purchased the 2-1-1 designation from Qwest. The OR211 Steering Committee is currently working closely with DAS staff develop a Memorandum of Understanding regarding use of the designation and roles and responsibilities of our organizations. This event offers great opportunity to implement 211 statewide in a comprehensive manner on a shorter timeline than originally anticipated.</p> <p>Planning is currently underway to host an OR211 Summit on May 9, 2003 in Salem. This event will be the official "Kick-Off" for 211 implementation and we anticipate major</p>

announcements regarding 2-1-1 implementation to occur at this time. The OR211 Coalition is sponsoring this event in partnership with Untied Way of Oregon and the United Way of the Columbia-Willamette.

-The United Way of Columbia Willamette serves three counties in the Portland Metro area and has hired a 2-1-1 Coordinator to work with the tri-county providers of I&R to implement 2-1-1 in that area. They have also set aside funds to assist with implementation.

As of this date the Metro project is on tentatively set to go live with 2-1-1 service on February 11, 2004.

LEC Involvement	Qwest
Tariff	A Qwest tariff specifically describing 2-1-1 services became effective June 29, 2001. Qwest withdrew the tariff in late 2002.
Rate Structure	After service establishment charges, a tariffed per-call charge is incurred by the 211 service provider.
Setup Costs	Tariffed service establishment charges of \$300.00 per point-to number plus central office translation programming fees of \$95.00 per central office.
Maintenance Costs	A per-call rate of \$.05 will be incurred by the 2-1-1 service provider.
Notes - LEC	In August, the Steering Committee will be meeting with representatives from the phone companies to get their comment and input on system design consideration and other factors.
Source(s)	<p>George Grosch, I&R Specialist – Benton County I&R [phone interview 8/13/01] [updated 1/28/02] [updated 7/10/02] [updated 4/1/03]</p> <p>Qwest Corporation - Oregon, Exchange and Network Services Catalog, Section 10.11.3, "N11 Service", effective June 29, 2001. <http://www.qwest.com></p> <p>Oregon State Legislature. "House Bill 3886 – 2001 Legislative Session". <http://www.leg.state.or.us/01reg/measures/hb3800.dir/hb3886.intro.html></p>

State	Pennsylvania
Company/Project	United Way of Pennsylvania
Development Leaders	United Way of Pennsylvania, Pennsylvania Association for Information and Referral (PAIR)
Area Served	Project to serve all 67 counties in Pennsylvania
2-1-1 Start Date	
Utilities Commission	Development leaders have briefed the Pennsylvania Public Utilities Commission (PPUC), however PPUC has not taken a formal role in the development of 211.
Legislation	Two pieces of legislation were introduced in May 2002. Pennsylvania House Resolution 584 calls for more specific announcements from the FCC about the 211 ruling. Pennsylvania House Bill 2671 defines standards for 211 and names members of the 211 collaborative.
System Design	No specific decisions have yet been made regarding system design, though members of the Models Committee have recommended a decentralized model with 6-8 regional call centers.
Databases	No decision at this time
Notes - Project	None
LEC Involvement	Verizon and Sprint, the two major telephone companies in Pennsylvania, are represented by senior officials on the collaborative.
Tariff	Sprint filed a proposed tariff.
Rate Structure	Unknown
Setup Costs	have prepared a cost model
Maintenance Costs	have prepared a cost model
Notes - LEC	Both Sprint and Verizon have been supportive of Pennsylvania's efforts to implement 2-1-1.
Wireless Development	The Collaborative recognizes that wireless access to 2-1-1 is a real issue, and is reviewing cost and other issues.
Source(s)	Tom Foley, President, United Way Pennsylvania [phone interview 7/10/02] [updated 4/15/03]

State	Rhode Island
Company/Project	Statewide 2-1-1 Feasibility Committee convened by the United Way of Rhode Island
Development Leaders	Rhode Island 2-1-1 Feasibility Committee includes: American Red Cross, Rhode Island Chapter, Americas Promise of Rhode Island, Blue Cross/Blue Shield of Rhode Island, Chamber of Commerce, Office of the Lt. Governor of Rhode Island, Office of the Governor of Rhode Island, Rhode Island Citizens Corps, Rhode Island Coalition Against Domestic Violence, Rhode Island Community Food Bank, Rhode Island Department of Elderly Affairs, Rhode Island Department of Health, Rhode Island Department of Human Services, Rhode Island Emergency Management Agency, Rhode Island Office of Library & Information Service, Rhode Island Service Alliance, Rhode Island State Council of Churches, St. Vincent de Paul Society, The Corporation for National Services, The Salvation Army, Rhode Island State Office, Traveler's Aid Society of Rhode Island, United Way of Central Massachusetts, United Way of Connecticut/Infoline 211, United Way of Rhode Island, Verizon Communications, Volunteer Center of Rhode Island, Volunteer Organizations Active in Disasters
Area Served	Entire state
2-1-1 Start Date	The statewide 2-1-1 Feasibility Committee convened by the United Way of Rhode Island is currently investigating bringing 2-1-1 to Rhode Island.
Utilities Commission	
System Design	
Databases	
Notes - Project	At this time, the Traveler's Aid of Rhode Island (TARI), with funding from the United Way of Rhode Island and the Department of Human Services operates the state's 24-hour comprehensive statewide I&R. Thirty-five specialized I&Rs operate throughout the state, serving a total population of approximately 1.2 million. TARI currently handles approximately 40,000 transactions annually.
Major Issues - Project	
LEC Involvement	Verizon, Cox Communications
Tariff	None yet proposed.
Rate Structure	Unknown.
Setup Costs	Unknown.
Maintenance Costs	Unknown.
Notes - LEC	Due to the relatively early stage of 2-1-1 development in Rhode Island, little specific information regarding LEC costs and issues is available.
Major Issues - LEC	None
Wireless Development	Due to the relatively early stage of 211 development in Rhode Island, few issues pertaining to wireless 211 access have been identified.

Source(s)

Debra A. Dyason, United Way of Rhode Island [email submission 4/17/03]

State	South Carolina (Statewide Implementation)
Company/Project	United Way 211
Development Leaders	United Way of the Midlands, United Way of South Carolina, etc.
System Design	Centralized. A single call center handles 211 calls for a four-county area (Richland, Lexington, Newbury, and Fairfield counties) around Columbia, South Carolina.
Databases	United Way 211 uses an IRis database containing entries on approximately 830 agencies and 1,800 programs. This database can be accessed via the World Wide Web.
Notes - Project	<p>- United Way 211 consists of a 24-hour comprehensive I&R service that, having provided service to a population of approximately 500,000 in the Columbia area for 25 years under the name "HelpLine," merged" with United Way of the Midlands in Fall, 2000. United Way 211 began offering provisional operational 211 services in June, 2001. A testing period lasted until October, 2001, when fully operational 211 services were made available. United Way 211 may expand its service region in the future to include Florence County.</p> <p>- HelpLine received approximately 4,000 calls in 2000 (prior to 211 implementation). United Way 211 expects to receive approximately 11,000 calls by the end of 2001.</p> <p>- A statewide collaborative group to facilitate 211 implementation on a broader basis may be formed by the end of 2001, possibly under the guidance of United Way of South Carolina.</p>
LEC Involvement	BellSouth. Alltel.
Tariff	<p>BellSouth: A tariff specifically designed for 211 service was submitted and became effective January 10, 2001.</p> <p>Alltel: A tariff specifically designed for 211 service was submitted and became effective August 1, 2001.</p>
Rate Structure	<p>BellSouth: After service establishment charges, no Monthly Recurring Charges are required.</p> <p>Alltel: After service establishment charges, no Monthly Recurring Charges are required.</p>
Setup Costs	<p>BellSouth: Tariffed service establishment charges of \$389.90 per Basic Local Calling Area, plus \$150.00 per central office activation. Total BellSouth charges for service establishment in the Columbia area consisted of a \$2,700.00 fee for the programming of 18 central offices plus the \$389.90 fee per Basic Local Calling Area.</p> <p>Alltel: Following the content of the BellSouth 211 tariff, a service establishment charge of \$389.90 per basic Local Calling Area plus \$150.00 per central office activation.</p>
Maintenance Costs	No Monthly Recurring Charges or other ongoing fees are indicated in the tariffs applied by either BellSouth or Alltel.
Wireless Development	No substantial inquiries have yet been made regarding wireless access to 211.
Source(s)	<p>Lisa Simmons, Director I&R Resources – United Way 211 [phone interview 8/9/01]</p> <p>BellSouth – South Carolina. "General Subscriber Service Tariff - A13.79 211 Dialing Service"; effective January 10, 2000</p> <p>Alltel South Carolina, Inc. "General Subscriber Services Tariff – Section 17, Abbreviated Dialing"; effective August 1, 2001</p>

State	South Carolina (Aiken County)
Company/Project	Aiken County HELP LINE, Aiken211
Development Leaders	Aiken County HELP LINE, United Way of Aiken County
Area Served	Aiken County
2-1-1 Start Date	June 14, 2002
System Design	Centralized. A single call center handles 211 calls for Aiken County
Databases	Aiken211 uses a paper database of 420 agencies and programs. The database is available in decision tree format (by Bowman Systems of La.) at www.aiken211.org . Iris 3.0 has been purchased.
Call Volume 2002	6968
Call Volume 2003	1252 (through February 2003)
Notes - Project	<p>Aiken211 consists of a 24-hour comprehensive crises intervention and I&R service that serves a population of 145,000. The HELP LINE has served the area since 1978. Aiken211 launched in June 2002 with plans to expand to neighboring counties as funds are available.</p> <p>-Simultaneously launched www.aiken211.org</p> <p>- HelpLine received 5618 calls in 2001.</p>
LEC Involvement	BellSouth, Verizon, Pond Branch
Tariff	<p>BellSouth: A tariff specifically designed for 2-1-1 service was submitted and became effective January 10, 2001.</p> <p>Pond Branch received the same tariff in 2001 and Verizon has applied.</p>
Rate Structure	<p>BellSouth: After service establishment charges, no Monthly Recurring Charges are required.</p> <p>Pond Branch is same as above. Awaiting word from Verizon.</p>
Setup Costs	<p>BellSouth: Tariffed service establishment charges of \$389.90 per Basic Local Calling Area, plus \$150.00 per central office activation. Total BellSouth charges for service establishment in the Aiken area was \$4346.44. Pond Branch was \$564.66</p>
Maintenance Costs	No Monthly Recurring Charges or other ongoing fees are indicated in the tariffs applied by either BellSouth or Pond Branch, awaiting Verizon.
Wireless Development	No substantial inquiries have yet been made regarding wireless access to 2-1-1.
Source(s)	<p>Cam Varner, Executive Director, Aiken County HELP LINE PO Box 2712 Aiken SC 29802 [email submission 7/15/02] [updated 4/1/03] (803) 641-4143, Fax 641-4169 e-mail- aiken211@bellsouth.net</p>

State	South Dakota
Company/Project	Help!Line Center
Development Leaders	Help!Line Center
Area Served	Sioux Falls metropolitan area, including communities in Minnehaha and Lincoln counties
2-1-1 Start Date	October 18, 2001
Utilities Commission	The South Dakota Public Utilities Commission (PUC) has been characterized as "neutral" regarding 2-1-1 implementation. Help!Line Center filed with PUC for designation of 2-1-1 for community information and referral services prior to the FCC ruling of July, 2000. The FCC ruling superseded any subsequent PUC rulings for the state.
Legislation	No legislation is currently pursued.
System Design	Centralized. Help!Line Center provides 2-1-1 services to the Sioux Falls area. Few specific decisions have been made on a statewide basis regarding system design, though Help!Line Center is exploring methods of expanding its service area.
Databases	Help!Line Center uses an IRis database containing approximately 2,500 resources.
Call Volume 2002	24,258
Call Volume 2003	4,171 (Through February 2003)
Notes - Project	<p>- Help!Line Center operates a group of service lines including Help!Line 24-hour crisis and I&R hotline, a Child Care Help!Line, a Volunteer Help!Line, as well as a Big Brothers/Big Sisters community service. Help!Line Center was established in the mid-1970s and services a population of approximately 160,000 in the Sioux Falls area. Help!Line Center receives approximately 23,000 inquiries annually.</p> <p>- Help!Line Center began active pursuit of 2-1-1 implementation in early 2000 and began offering 2-1-1 service in the Sioux Falls area in October, 2001.</p>
LEC Involvement	Qwest
Tariff	Qwest issued a tariff proposal for N11 service June 11, 2001. This tariff called for service establishment charges of \$300.00 per point-to number and central office activation charges of \$95.00 per switch programmed. As well, the tariff required a per-call rate of \$.05 (Qwest Corporation. Exchange and Network Services Catalog - 10.11.3 "N11 Service". Issued June 11, 2001). This tariff was later withdrawn and Help!Line Center entered a contractual agreement with Qwest for the provision of 211 services. The pricing terms of this contract are confidential.
Rate Structure	Unknown (confidential)
Setup Costs	Unknown (confidential)
Maintenance Costs	Unknown (confidential)
Wireless Development	Wireless access to 2-1-1 is available in the Sioux Falls area for customers of Sprint PCS and Unicef.

Source(s)

Janet Kittams-Lalley - Help!Line Center [phone interview 8/8/01] [updated 1/18/02]
[updated 7/29/02] [updated 3/27/03]
<<http://www.helplinecenter.org>>

State	Tennessee (Knoxville)
Company/Project	211 / Knoxville I&R, Inc.
Development Leaders	Knoxville Information and Referral, Inc.
Utilities Commission Involvement	The Tennessee Regulatory Authority (TRA) is separate from full utilities regulation and deals with telephone issues. TRA administers applications for 211 service providers.
Legislation	No legislation has yet been pursued.
System Design	Centralized. A single call center handles inquiries for Knox County (with expansion plans to include a nine county area). 2 call specialists staff the office at a time to provide 24/7 coverage.
Databases	211 uses Centaurus, a server-based database designed generally for medical applications. This db is not recommended for I&R purposes, as full taxonomic compliance and "searchability" are difficult to achieve. The database was selected by Knoxville I&R, Inc.'s board of directors, none of whom had previous experience with I&R. 608 agencies and services are included in the database (as of 02/05/01), a number which grows on a weekly basis. One full-time employee researches services, provides updates, and will continue in quarterly updates until the database grows to a point at which frequent updates become impossible. Standard Infoline/AIRS taxonomy is used.
Notes - Project	211 is operated by Knoxville Information and Referral, Inc., is a "stand-alone" agency in partnership with United Way, and is the only 211 service in Tennessee. 211 became operational in July, 2000 and serves a population of approximately 350,000. The call center handles approximately 50-60 referrals each day, with monthly totals increasing with time (1,508 referrals in January, 2001; 1,162 in December, 2000; 908 in November, 2000). Similar systems are planned in Nashville, Memphis, and Chattanooga, though Nashville is the only area from which an application to provide 211 service has been submitted to TRA.
Major Issues - Project	211 has faced opposition on a number of fronts. Among the most pointed came from the local domestic violence center, the Contact Crisis Center (a telephone counseling and I&R service), and the local senior citizens I&R service (which maintains its own referral database). Concerns voiced from the first two included doubts that 211's call specialists would be able to handle the difficult counseling protocols utilized in these services. The latter service feared that it would be rendered redundant by a comprehensive I&R provider. To deal with these concerns, 211 hosts large monthly meetings for service agencies which focus on inter-agency communication and trust-building (referral statistics are shared, taxonomic terms are shared and refined as they apply to local services, one agency is highlighted for a profile each month, etc.). 211 finds that such meetings are effective in engendering trust among the community of service agencies.
LEC Involvement	BellSouth, Frontier
Tariff	The original BellSouth tariff required a \$30,000 fee for setup (switches translate 211 to toll-free) and a \$1,600/month MRC to be paid after the first six months of operation. A tariff to be applied to the other areas under proposed 211 implementation will require a \$3,000 setup fee with an unknown recurring monthly rate to be paid immediately upon operation.

Rate Structure	Tariffed flat rate recurring monthly (see Tariff).
Setup Costs	See Tariff.
Maintenance Costs	Included in recurring monthly rate.
Notes - LEC	BellSouth has stated that no statewide implementation is possible for Tennessee. Therefore, local operation of 211 services is required in various population centers.
Major Issues - LEC	
Wireless Development	Wireless access to 211 is available for customers of Cricket Communications and US cellular in the Knoxville area. Negotiations are proceeding with Cingular and SunCom.
Source(s)	Charlie Gray, Board Chair [updated 7/31/02]

State	Tennessee (Nashville MSA)
Company/Project	United Way of Metropolitan Nashville, Crisis Intervention Center, First Call for Help
Development Leaders	Doug Fluegel, Lisa Chapman, Cheryl Hultman
Area Served	Davidson, Rutherford, Williamson, Wilson, Sumner, Robertson, Cheatham, Dickson, Trousdale, Cannon Counties
2-1-1 Start Date	May 2004
Utilities Commission	TN Regulatory Authority knows we will petition when funding commitments are secured.
Legislation	None
System Design	Most counties answered through Crisis Intervention Center; Rutherford and Cannon Counties to First Call for Help in Ruth County
Databases	Resource House, 22 county area includes additional counties for future expansion of phone service
Notes - Project	Currently generating funding commitments for 2004 start.
Major Issues - Project	Funding
LEC Involvement	BellSouth, TDS, United Telephone Company, North Central Telephone Cooperative Corporation, DTC
Tariff	Approx \$50 per central office for BellSouth. Other ILEC's have not given a quote yet.
Rate Structure	BellSouth \$1,000 monthly
Setup Costs	Tariffs listed above, furniture/computer/phones about \$120,000
Maintenance Costs	Call Center Symposium \$6,000 per year; Resource House \$20,000 per year includes Internet hosting.
Notes - LEC	
Major Issues - LEC	
Wireless Development	Must achieve funding first.
Source(s)	Doug Fluegel [email submission 4/1/03]

State	Texas
Company/Project	Texas Health and Human Services Commission (HHSC) / Texas Information and Referral Network (TIRN) 2-1-1 Texas
Area Served	Statewide. Currently, 83% of the population and 50% of the geography (139 of 254 counties) can dial 2-1-1
2-1-1 Start Date	14 of the 25 area information centers implemented 2-1-1 between October and December 2002. The remaining 11 sites are scheduled for fall 2003 and 2004.
Development Leaders	Texas Information and Referral Network (TIRN), Area Information Centers
Utilities Commission	The Texas Public Utilities Commission (PUC) amended its original language and adopted a new N11 rule affecting 2-1-1 implementation March 20, 2001. This ruling designates the Texas Health and Human Services Commission as the administrative body for 211 development in Texas. In May 2002, PUC opened an implementation project to work with TIRN and LECs, payphone providers and CLECs in deciding the rates for 2-1-1 translation charges. Project #25681 was successful in its' attempt to facilitate rate and facility agreement through an informal process.
System Design	<p>- Decentralized: Statewide 211 services will be provided by 25 Area Information Centers (AICs), each of which provides standardized, high-quality I&R for a multi-county area. The Texas I&R Network currently consists of 23 AICs connected to the Finding Help in Texas Internet system. The remaining 2 AICs will connect to the Internet system in 2003. AICs consist of previously existing community based I&R service providers, which often enhance and update their capabilities in order to reach full TIRN compliance.</p> <p>-TIRN implemented a VoIP system for the delivery of 2-1-1 calls in the state of Texas. The system takes a call translated by the LEC CO and changes it to a digital signal that is transported over a Virtual Private Network. The VoIP system takes advantage of the State's TeXan telecommunications network. This type of system will add many features and benefits only available in a converged network of services, email, e-learning, voice mail, voice recording, web chat and others.</p>
Databases	<p>- Regional Databases are maintained by AICs and are combined into a centralized, statewide Internet "clearinghouse" database and will be fully integrated into a converged VoIP system. AICs are responsible for updating their "section" of the statewide database, which will be the basis for "rollover" I&R services. AICs maintain their own in-house database for regional service needs.</p> <p>The Internet system, Finding Help in Texas is operational at <http://www.helpintexas.com>. 23 of the AICs currently have data in the system. The additional 2 will provide data in 2003.</p>
Call Volume 2002	Call volume for 2-1-1 between October and December implementation dates not available
Call Volume 2003	2-1-1 call volume for January 1, 2003 through April 10, 2003 is 204,898
Notes - Project	<p>- The Texas Information and Referral Network is a public-private partnership led by the Texas Health and Human Services Commission. The 2-1-1 local partners are Area Agencies on Aging, United Way, Community Councils, a Work Force Board, a Planning Council and several other non profit organizations. TIRN was formed as a means of linking the vast I&R resources in Texas in the hopes of providing greater efficiency and delivery of high standards for I&R services.</p> <p>- Funding was received in the 2001 77th Legislative session for the telecommunications infrastructure and partial funding of the 211 call center operations. Implementation of 14</p>

AICs was completed in December 2003. The remaining 11 are scheduled to implement beginning in September 2003.

LEC Involvement	SBC, Verizon, Texas Telephone Association, Texas Statewide telephone Cooperative and others.
Tariff	No tariff proposed. Recurring and non-recurring costs negotiated informally through the PUC.
Rate Structure	Agreed to rates with Verizon, SBC and smaller telcos. 8YY calls provided by SBC at \$0.028 per minute.
Setup Costs	Verizon-\$358 per host CO for AIN Smaller telcos- \$258 per CO for switched based set up SBC-\$400 per host CO for AIN
Maintenance Costs	Verizon recurring costs are \$2.55 per 211 call center per month (total \$63.75/month). May negotiate lump sum that would negate recurring charge. Smaller telcos and CLECs-no recurring charges SBC has a recurring charge of \$35 per system (AIC) per month (total \$875.00/per month)
Notes - LEC	Calls will be routed via a local phone number for all calls that are in the local calling area. Any calls outside the local calling area will be routed via an intra lata 8YY number. In Texas, 80-85% of calls are expected to be routed to local numbers. There is no per minute or call charge to 2-1-1 for calls that are routed on a local number.
Source(s)	Judy Windler, Director Texas Information and Referral Network - Texas Department of Health and Human Services [phone interviews 3/01-4/01] [updated02-05-02] [updated 8-2-02] updated 04-10-03 <judy.windler@hhsc.state.tx.us> Telecommunications and Information Policy Institute. <i>"Texas 211:" Implementing a Toll-Free Electronic Information and Referral Telephone Service in Texas.</i> November, 1998. http://www.utexas.edu/research/tipi

State	Utah
Company/Project	211-Utah / The Information and Referral Center of Salt Lake County (I&RC)
Development Leaders	United Way, I&RC
Area Served	Currently 80% of the population has access to 211 in a 7 county area. (There are 29 counties in Utah.)
2-1-1 Start Date	December 2001 for a 5 County region, February 11, 2003 in a two county region.
Utilities Commission	The Utah Public Utilities Commission (UPUC) designated 211 as an I&R number and I&RC as the lead 2-1-1 developer in December, 1999. UPUC aims to facilitate LEC negotiations.
Legislation	No legislation has yet been pursued.
System Design	Decentralized. A single call center, operated by I&RC, provides 211-accessed I&R services in a three county area. 2 call centers operate from a United Way I&R program. And one 211 center operates from Weber Human Services I&A program. Future 211 call centers will utilize existing comprehensive I&R call centers or volunteer centers. 6-7 regional call centers are planned. 4 are presently operating.
Databases	In partnership with the Utah State Chief Information Officer's office, the 211 call centers launched a statewide online database. Each regional call center would be expected to contribute to this database resource.
Call Volume 2002	Salt Lake Center: 37,000+ No figures for other centers at this time.
Call Volume 2003	
Notes - Project	<p>- The I&RC serves a population of approximately 900,000-1million in Tooele, Summit and Salt Lake County and handles approximately 30,000-35,000 transactions per year between its three I&R and hotline services (a general I&R line, a specialized health line, and a domestic violence crisis line). Became operational with 2-1- services in January, 2002.</p> <p>-United Way of Davis County launched 2-1-1 services in January 2002.</p> <p>-United Way of Utah County launched 2-1-1 services in January 2002, but will actively promote the line in September 2002.</p> <p>-Weber Human Services in Weber County plans to offer 2-1-1 services in August 2002</p> <p>-Dixie Regional Medical Center is in the planning stages of operating a 2-1-1 service in a 5 county region in Southern Utah.</p> <p>A 211 Steering Committee consisting of representatives from various I&Rs, United Ways, etc., has met a number of times.</p>
Major Issues - Project	Two major concerns have been stated among various I&R providers with regard to 2-1-1 implementation. The first is an insistence upon strong local voice for regional call centers. Regional I&Rs are commonly small, volunteer operated services with close ties to their communities. Little desire for centralized I&R services or oversight is seen among these services. Simultaneously, several of the smaller 2-1-1 candidates have expressed concerns over their ability to properly handle the likely increase in inquiries upon 2-1-1 implementation (and the abilities of their local social service agencies to handle increased referrals). These concerns are addressed simply by allowing regional 2-1-1 centers control over what they would like to do. When an I&R believes that it is ready to switch to 2-1-1, as the necessary funding, etc., it will do so.
LEC Involvement	Qwest. There are 90 Telcos in Utah

Tariff	Qwest gained approval from UPUC for an N11 service tariff in July, 2001. This tariff requires a service establishment charge of \$300.00 per point-to number and a programming fee of \$30.00 per central office. As well, a \$.02 charge is incurred per call routed. (Qwest Corporation; Exchange and Networks Services - Utah, Section 10.11.3 - "N11 Service"; effective July 23, 2001; < http://www.qwest.com >) Qwest is no longer charging any fees or tariffs related to 211.
Rate Structure	After service establishment costs, a tariffed per-call charge will be incurred for 211 service. See also above.
Setup Costs	Tariffed service establishment charge of \$300.00 per point-to number plus \$30.00 per central office activation. See also above.
Maintenance Costs	Tariffed per-call rate of \$.02. See also above.
Notes - LEC	After approximately two years of negotiations, a 211 service tariff was filed by Qwest and became effective July 23, 2001 (see "Tariff" for more information). UPUC has indicated that it may request revision to this tariff (with particular reference to the per-call rate) should it determine upon review that 211 call routing does not place undue burden on Qwest's network.
Wireless Development	While wireless access to 211 services is a consideration, no substantial negotiations have been pursued and no specific information is yet available.
Source(s)	Josh Pederson, Director - The Information and Referral Center [phone interview 3/9/01] [updated 7/26/01] [updated 7/29/02] [updated 4/17/03]

State	Vermont
Company/Project	Vermont 2-1-1
Development Leaders	United Ways of Vermont; Vermont 2-1-1 Collaborative
Area Served	State of Vermont
2-1-1 Start Date	February 11, 2004
Utilities Commission	The petition to administrate 2-1-1 in Vermont is currently being prepared with the assistance of a pro bono telecommunications lawyer. The petition will be submitted to the Vermont Public Service Board (PSB) during the spring of 2003.
System Design	Centralized. A single call center will serve the entire state. Program outreach will be provided by regional representatives in collaboration with local United Way offices.
Databases	A statewide 2-1-1 database is in development. A searchable web-based database of services is expected to be made available online before the end of 2003.
Notes – Project	<p>2-1-1 service in Vermont will enhance and expand the comprehensive information and referral service now provided primarily in two counties by United Way GET INFO.</p> <p>Vermont 2-1-1 is a project of United Ways of Vermont. The 211 Advisory Board includes representatives from comprehensive and specialized I&R, libraries, technology, telecommunications, Vermont Agency of Human Services, community mental health agencies, hospitals, and local United Ways. The Vermont 2-1-1 Collaborative is an even broader coalition of agencies that meets regularly to assist in the planning process. Vermont Enhanced 911 is a strong supporter of Vermont 2-1-1. The two services plan to coordinate marketing and conduct cross-training, once 2-1-1 is implemented.</p>
Major Issues - Project	Development funds have been contributed by United Ways of Vermont, Vermont Agency of Human Services, Area Agencies on Aging, Verizon Foundation, Vermont Community Foundation, and Fletcher Allen Health Foundation. Developing sources of sustainable operational funding is the top priority issue for 2003.
LEC Involvement	Verizon, Vermont Association of Telcos
Tariff	None yet proposed.
Rate Structure	Unknown.
Setup Costs	\$160,000
Maintenance Costs	\$260,000
Source(s)	<p>Sharon Tierra, Project Manager – Vermont 2-1-1 (a project of United Ways of Vermont) [phone interview 1/31/01] [updated 4/4/01] [updated 8/24/01] [updated 1/25/02] [updated 7/17/02] [updated 4/1/03]</p> <p>Michael Caltado, Board of Directors – Vermont 2-1-1 [e-mail correspondence forwarded by Judy Windler, Texas HHSC 9/10/01]</p>

State	Virginia
Company/Project	Virginia Alliance of Information & Referral Systems
Area Served	
2-1-1 Start Date	A pilot program for Southwestern Virginia is in development and will be taking calls by Summer/Fall 2003. A statewide implementation goal of December 31, 2004 has been established by VAIRS.
Legislation	Title 63.1-314.1 through 63.1-314.8 of the Code of the Commonwealth of Virginia*, created in 1984, established an integrated, statewide system for the provision of I&R services. * - Code of the Commonwealth of Virginia. < http://leg1.state.va.us >
System Design	The Virginia Department of Social Services currently contracts with the Council of Community Services (CCS) to administer the statewide system. CCS provides I&R services within its region, and to ensure statewide coverage CCS also subcontracts with five other regional information & referral agencies, each of which is operated by a separate entity (United Ways, Planning Councils, etc.).
Databases	A statewide database is available via the World Wide Web, www.vaiandr.com . Each of the six regional I&R service providers is responsible for maintaining respective "sections" of the statewide database, and each houses its own regional database. All six regional service providers utilize IRis.
Notes - Project	The Virginia Alliance of Information & Referral Systems (VAIRS) and the 2-1-1 Task Force have made much progress towards establishing 2-1-1 in the Commonwealth of Virginia. A business plan has been developed, a joint committee of 2-1-1 and 911 providers has formed, a 2-1-1 Leadership Council is being established and start-up funding is being sought.
Major Issues – Project	The initial concern over long term funding remains. Like many other states, Virginia is dealing with substantial statewide budget cuts that threaten the availability of start-up funding for 2-1-1. The 2-1-1 Task Force and individual regions are seeking funding through local, regional and national sources.
LEC Involvement	The 2-1-1 Task Force is preparing to meet with LECs to discuss how 2-1-1 can be implemented statewide.
Tariff	None yet proposed.
Rate Structure	To be determined
Setup Costs	To be determined
Maintenance Costs	To be determined
Notes - LEC	Please see above
Source(s)	Pam Kestner-Chappelear, Executive Director- Council of Community Services Kristi Stilen-Lare, 2-1-1 Coordinator- Council of Community Services [updated 3/26/03]

State	Washington
Company/Project	Washington Information Network 2-1-1 (WIN211)
Area Served	
2-1-1 Start Date	A pilot site covering King County (Seattle and surrounding area) expects to be in service by December 2003. Statewide coverage will be in place by the end of 2005. 2-1-1 service in Vancouver, WA and surrounding Clark County will be provided through a four-county consortium based in Portland, OR. See Oregon entry for expected date of service (Late 2003/early 2004).
Development Leaders	WIN211*, NW-AIRS*, Associations of United Ways of Washington*, United Way of the Columbia-Williamette*, United Way of King County*, Washington State Employment Security Department*, Area Agencies on Aging, private non-profit comprehensive and specialized I&Rs (*denotes financial as well as system development participants)
Utilities Commission	The Washington Utilities and Transportation Commission (WUTC) has been supportive with regard to LEC negotiations, and requires that tariffs be filed for 2-1-1 service. The WUTC representative stated that no charges, non-recurring or ongoing, other than the regular charges for telephone services are allowed. Qwest filed a tariff request for N11 charges in February 2003 to cover activation costs. At a WUTC hearing WIN 211 testified that Qwest's proposed tariffs were reasonable and not opposed by WIN 211. The tariff request was granted, going into effect on March 27, 2003.
Legislation	Legislation was introduced in January 2003 with bi-partisan support. After hearings in the House and Senate the legislation was passed in mid-March 2003 and goes into effect July 1, 2003. Key elements of the legislation include: 1) Creating 2-1-1 as the official number in Washington for accessing human services I&R 2) Authorizing WIN 211 to determine local service providers; 3) Creating an account in the state budget for any future 211-related appropriations; 4) Directing state agencies to consult with WIN 211 before creating any new public human services hotlines or information lines; and 5) Requiring WIN 211 make an annual report to the legislature on 2-1-1 in Washington State beginning in July 2004.
System Design	Decentralized. Several regional call centers will eventually provide statewide coverage.
Databases	WIN211 partners are developing protocols by which local areas will maintain data and pool it for comprehensive statewide access.
Notes – Project	WIN211 is a private, 501(c)(3) not-for-profit corporation dedicated to developing 2-1-1 access for Washington's 39 counties. The WIN211 board includes representatives from United Way, Area Agencies on Aging, NW-AIRS, state agencies and comprehensive and specialized I&R services (the board plans to expand from eleven members to 21). The 211 system will utilize existing I&R providers, eventually providing 24-hour 2-1-1 service statewide. Washington and Oregon are collaborating and expect to share responsibilities for providing 2-1-1 service along their shared border.
LEC Involvement	Qwest, Verizon, LEC representative for approximately 145 LECs throughout the state.
Tariff	Tariff documents are available at http://www.wutc.wa.gov/rms2.nsf?Open , docket number "030263".
Rate Structure	Unknown.
Setup Costs	Unknown.

Maintenance Costs	Unknown.
Notes – LEC	The organization is exploring IP telephony networking technology as a potential platform for all of its technology systems.
Wireless Development	Wireless companies considered opposing the 211 enabling legislation passed in March 2003 due to concerns about wireless long distance tolls and uncertainty regarding what party would be responsible for costs of a wireless call to 211. After consultation with WIN 211, wireless companies agreed to not oppose the legislation and to negotiate 211 wireless access protocols. As of March 21, 2003
Source(s)	Tom Page – WIN 211, Director – e-mail: tpage@uwkc.org , phone: 206-461-8505. [phone interview 7/31/01] [updated 2/4/02] [updated 7/22/02] [updated 3/21/03] WIN211 Website: < http://www.win211.org >

State	Washington D.C.
Company/Project	DC Department of Human Services, <i>Answers, Please!</i>
Development Leaders	<p>On January 12, 2001 <i>Answers, Please!</i> contacted the Public Service Commission (PSC) to request information on the procedure for starting the process to petition for 2-1-1 designation. In response to our request, a meeting was convened on March 14, 2001 to introduce <i>Answers, Please!</i> to the Public Service Commission and to determine the petition process. <i>Answers, Please!</i> also met with Verizon to explore possible options for contributing to the implementation costs of 2-1-1. <i>Answers, Please!</i> submitted a draft petition to the Director of the Department of Human Services for sponsorship approval. A formal petition prepared by the Office of the General Counsel, on behalf of the Department of Human Services, and the Office of Corporation Counsel was filed with the PSC.</p> <p>In December, 2002 the Commission issued Order No. 12624, which established the “2-1-1 Working Group” to address all of the issues related to the implementation of a 2-1-1 dialing service for District residents. The order set forth a series of questions for which the working group was to develop responses in the form of a joint statement. The District was given the responsibility of chairing the meeting and preparing the joint statement.</p>
Utilities Commission	<p>The “2-1-1 Working Group”, chaired by the Office of Corporation Counsel discussed the issues outlined by the PSC 2-1-1 Issues Order No. 12624, along with the District’s 2-1-1 implementation and operational plan. The working group is composed of the Office of Corporation Counsel, on behalf of the District of Columbia government, Office of the People’s Counsel, and the following competitive local exchange carriers (CLECs’): Verizon Washington DC, Inc.; Worldcom; Starpower Communications; AT&T Communications of Washington, DC, LLC, and Sprint Communications Company L.P.</p>
Legislation	<p>The petition document was filed on April 22, 2002, with the PSC as Formal Case No. 1010 in the matter of the District of Columbia Government, Department of Human Services petition for assignment of 2-1-1 Code.</p> <p>The “2-1-1 Working Group” submitted its joint comments to the PSC in response to questions set forth in Commission Order No. 12624 on March 2003.</p> <p>The Office of the People’s Counsel intends to file a supplemental statement.</p>
System Design	<i>Answers, Please!</i> will serve as the only 2-1-1 call center, providing 24-hour comprehensive I&R services district-wide.
Databases	A single database will be the sole responsibility of the Department of Human Services, <i>Answers, Please!</i> office and the District Government. Other specialist I&R providers and the public will be able to access our fully searchable customized database via the Internet.
Notes - Project	If <i>Answers, Please!</i> is successful in receiving designation, there will be the need for an implementation or “roll out” plan, which will provide for a trial or test period for the 2-1-1 dialing system.
Major Issues – Project	<p>The Commission is proposing that the designated I&R provider using the 2-1-1 dialing code, provide for a pilot testing period, followed by a 6 month implementation period after the execution of an appropriate contract with an LEC. A major challenge facing the Department of Human Services is the securing of short term funding for <i>Answers, Please!</i> during the initial 2-1-1 pilot phase, which is not already part of our current line item budget. Long-term funding for an operational budget to cover future expansion costs and enhanced technical infrastructure also needs to be secured.</p>
LEC Involvement	Verizon has committed to providing \$300,000 to assist in the implementation of a 2-1-1 dialing service in the District.

Tariff	None yet proposed.
Rate Structure	To be determined
Setup Costs	The <i>Answers, Please!</i> office is already staffed and ready to assume 2-1-1 responsibilities. Verizon's contributions would be used for start-up activities associated with initiating the dialing code
Maintenance Costs	The Department of Human Services has operated the <i>Answers, Please!</i> Information and Referral service since June 1999, under an annual budget of \$1.3 million. DHS will continue to use <i>Answers, Please!</i> as the vehicle to provide 2-1-1 services in the District of Columbia, however it is anticipated that full implementation of 2-1-1 will require additional staffing and technological infrastructure upgrades.
Notes - LEC	Local LEC's are participants of the "2-1-1 Working Group"
Wireless Development	The "211 Working Group" has stated that wireless providers are not regulated by the Commission and should be exempt from any rules regulating provision of 2-1-1 services in the District.
Sources	Wendy Thomas, Answers Please! [email submission 3/25/03]

State	West Virginia
Company/Project	West Virginia 211
Area Served	
2-1-1 Start Date	
Development Leaders	WV 211 Collaborative, Co-chaired by Robin Smith, Marion County United Way, previously with The Connecting Link, Inc., Mike Sieber, Criss-Cross/Family Matters, West Virginia PSC, Public Service Commission Task Force on WV 211.
Utilities Commission	In accordance with legislation passed in April, 2001, the West Virginia Public Service Commission (PSC) formed a task force in June, 2001, to perform a feasibility study on 2-1-1 implementation for the state. The feasibility study was completed in April 2002 and final report issued by the Public Service Commission in July 2002. Task Force members include representatives from Verizon, Citizens Telecommunications Company, the West Virginia Wireless Coalition, 911 Emergency Services, Central Communications Center of Wood County, LifeBridge (United Way of Kanawha County), AT&T Communications of West Virginia, West Virginia Independent Group, WV 211 Collaborative, and PSC.
Legislation	The West Virginia Legislature passed a resolution in April 2001 directing PSC to designate 211 as the I&R access number for the state (West Virginia State Legislature. "House Concurrent Resolution No. 18" - 2001 session). As well, the resolution directed PSC to conduct feasibility studies and oversee eventual design and implementation. The 2003 Legislative session passed Senate Bill 436, directing the PSC to Implement 211 in accordance with the recommendations of the task force.
System Design	Centralized. Though no definitive decisions have been made by the Task Force regarding system design, a "Centralized Administration / Multiple Call Center" model appears the likeliest option. 2-1-1 calls will be forwarded to the existing statewide Information and Referral Center, Family Matters. Calls will then be referred or forwarded to the appropriate partner agencies in the customer's local area. Partner centers will operate under 2-1-1 with shared databases and some degrees of centralized oversight and with 24-hour call services being offered statewide by a single call center.
Databases	Though no definitive decisions have been made by the Task Force regarding database development, IRis seems the likeliest platform to be used (mostcurrently-existing I&Rs in West Virginia that use computerized databases use IRis). Family Matters, a statewide I&R program administered by Criss Cross, currently has a statewide comprehensive database which may be developed for 2-1-1 efforts.
Notes - Project	The Connecting Link has operated a comprehensive I&R serving a three-county area of Northwestern West Virginia since the early 1990s. The Connecting Link became an independently-incorporated agency in January, 2001. Representatives from The Connecting Link and Criss-Cross/Family Matters met in October, 2000 to form a collaborative to explore 211 implementation. The Collaborative includes representatives from the Governor's Cabinet on Family and Children, AIRS, Criss-Cross, The Connecting Link, and a number of other I&R specialists from around the state.
Major Issues - Project	Some degree of concern has been expressed both by smaller I&R providers and by 911 emergency services. In both cases, concerns have been alleviated via educational meetings.
LEC Involvement	Verizon, Citizens Telecommunication Company
Tariff	None yet filed.

Rate Structure	Unknown.
Setup Costs	Unknown.
Maintenance Costs	Unknown.
Notes - LEC	Representatives from Verizon and Citizens sit on the 211 Task Force appointed by PSC. Verizon provides service for the majority of West Virginia and, while no specific figures have yet been provided, company representatives have indicated that, if an I&R service provider retains a toll-free number for incoming calls, 211 implementation (both setup and ongoing operation) could proceed on a no-cost basis.
Wireless Development	No substantial progress has yet been made with regard to wireless access issues. Representatives from the West Virginia Wireless Coalition sit on the 211 Task Force appointed by PSC. The Legislative/PSC order for 211 development does not require wireless carriers to provide 211 service.
Source(s)	Robin Smith, Director – United Way of Marion County, 304-366-4550 [updated 4/17/03] Mike Sieber-842-3288 West Virginia State Legislature. "House Concurrent Resolution No. 18" - 2001 session. Introduced March 8, 2001. < http://www.legis.state.wv.us/legishp1.html > West Virginia State Legislature, "Sentate Bill No. 436, Passed March 8, 2003 Public Service Commission of West Virginia. "West Virginia PSC Forms 211 Task Force" (press release). June 21, 2001. < http://www.psc.state.wv.us/press/010621.htm >

State	Wisconsin
Company/Project	United Way of Dane County First Call For Help (Madison) /Mental Health Association in Waukesha County / Milwaukee Planning Council for Health and Human Services / Milwaukee County 211 Stakeholders Council, 211 Milwaukee @ IMPACT
Area Served	Dane, Milwaukee, Racine, and Waukesha Counties
2-1-1 Start Date	May 1, 2002 with official kick-off on June 11, 2002 in all 4 counties
Development Leaders	See "Company/Project" for more information.
Utilities Commission	The Wisconsin Public Service Commission (PSC) administers applications and grants approval for the provision of 211 services. The PSC has been characterized as "active" yet "cautious" in its approach to 211 implementation, as it wishes to see that 211 services will be successful in the pilot sites before recognizing or sanctioning a statewide implementation effort. PSC granted 211 approval to the four petitioning bodies in Dane, Milwaukee, Racine and Waukesha Counties. While all current 211 developers meet on an ongoing basis to develop strategies for implementation, no formal statewide 211 collaborative has been recognized by PSC.
Legislation	Initial inquiries have been made regarding potential 211 legislation.
System Design	Decentralized Administration/Multiple Call Center. Four petitions for the provision of 211 services have been approved by PSC (in Dane, Milwaukee, Racine and Waukesha Counties), and a fifth (in LaCrosse County) anticipates approval. These approved 211 call centers will serve as pilot sites for the eventual implementation of 211 at a statewide level. Eventually, five to ten "regional" 211 call centers (providing 24-hour services and likely serving as "rollover" sites for smaller call centers) are anticipated, with approximately 25 smaller, localized call centers operating in cooperation with regional centers.
Databases	<p>- All current 211 developers in Wisconsin have taken steps to develop database resources with compatibility standards and expansion capabilities in anticipation of the eventual development of a statewide I&R database.</p> <p>- United Way of Dane County's First Call For Help (Madison) currently utilizes a custom-built, Access-based database containing information for approximately 1,200 agencies and 2,600 programs.</p> <p>- Mental Health Association in Waukesha County (Waukesha) currently utilizes an IRis database containing information for approximately 1,100 agencies and 2,500 programs.</p> <p>-IMPACT Alcohol & Other Drug Abuse Services, Inc. (211 Milwaukee) currently utilizes an IRis database containing information for approximately 1,500 agencies and 4,700 programs.</p>
Call Volume 2002	Dane County 32,868 Milwaukee 57,000
Call Volume 2003	Dane County 49, 163 Milwaukee 70,000
Notes - Project	- Though no formal, statewide 211 collaborative has been formed, all "key players" in 211 development meet on an ongoing basis. No centralized administration for 211 implementation or operation beyond that provided by PSC in granting petition approvals, guidance, etc., is established. Four bodies have been approved as 211 service providers, and a fifth anticipates approval. I&R service providers have been identified in each of Wisconsin's 72 counties, though many of these are not likely capable of meeting the AIRS standards for 211 service as required by PSC.

- United Way of Dane County's First Call For Help has provided I&R services for a population of approximately 500,000 in the Madison area since 1982. The service receives approximately 32,000 I&R inquiries annually and provides 24-hour I&R assistance.

- The Planning Council for Health and Human Services, Inc. (the PC) was established jointly by United Way of Greater Milwaukee and the Milwaukee County Board of Public Welfare in 1965 to promote the equitable and efficient delivery of health and human services by serving as an independent information, education, research, and consultative resource for the community. The PC has facilitated 211 development in Milwaukee County, in cooperation with the Milwaukee County 211 Stakeholders Council (a consortium of health and human service funders and resource providers). The 211 call center in Milwaukee county will be operated by IMPACT Alcohol and Other Drug Abuse Services, Inc. IMPACT provides 24-hour I&R services for a population of approximately 1 million and receives approximately 67,000 inquiries annually.

-United Way of Waukesha County's First Call For Help provides 24-hour I&R services for a population of approximately 400,000 in the Waukesha area. The service receives approximately 26,000 inquiries annually.

-211 service has been available in Milwaukee County effective June 11, 2002. The operating name of the service is "211 Milwaukee" and is operated by IMPACT Alcohol and Other Drug Abuse Services, Inc. based in Milwaukee, WI.

LEC Involvement

SBC, Century Telecommunications, Verizon, TDS, etc.

Tariff

SBC filed a tariff petition with PSC describing 211 services in Wisconsin December 21, 2001 (effective December 22, 2001). This tariff proposes the establishment of 211 dialing codes to be routed through an 800 number. The tariff requires an initial set-up fee ranging from \$1,550 to \$28,000 (depending on the number of central offices used by a 211 service provider) with a \$35 Monthly Recurring Charge. The cost of maintaining the toll-free 1-800 "point-to" number is not part of tariff and is an additional expense. Other LECs have chosen not to file tariffs.

Rate Structure

SBC: After service establishment charges, a tariffed flat-rate MRC is incurred.

Setup Costs

SBC: Tariffed service establishment charges of \$1,550.00 per central office programmed.

Maintenance Costs

SBC: A tariffed MRC of \$35.00.

Wireless Development

PSC has indicated that, while wireless access to 211 is an issue, it is one best left to future deliberations once 211 service is established for landline communications.

Source(s)

Larry Olness, Director – United Way 2-1-1, United Way of Dane County
<<http://www.uwdc.org>> [phone interview 10/22/01] [updated 2/19/02]

Howard, Leslie Ann, President – United Way of Dane County. "Re: Petition for Pilot Program for the Designation of the Telephone Number '211'..." (letter to Public Service Commission of Wisconsin). April 28, 2000 <<http://www.execpc.com/~safehavn/psc.htm>>

July update: <http://www.211.org/>

United Way in Waukesha County Website <<http://www.unitedwaywaukesha.org>>

Planning Council for Health and Human Services (Milwaukee) Website
<<http://www.planningcouncil.org>>

Held, Tom. "Federal Agency Approves 211 For Social Services Phone Lines". *Milwaukee Journal Sentinel*. July 21, 2000.
<<http://www.jsonline.com/news/metro/jul00/barrett22072100a.asp>>

Williams, Scott and Linda Spice. "Waukesha County Joins Quest for 211 Help Line". *Milwaukee Journal Sentinel*. April 19, 2001.
<<http://www.jsonline.com/news/wauk/apr01/mental20041901a.asp>>

Ameritech/SBC - Wisconsin. Tariff (Part 8 – Miscellaneous Services, Section 6 – Community Services). *Community Information and Referral Service – 211* (effective December 22, 2001).
<<http://www.ameritech.com>>

State	Wyoming
Company/Project	Wyoming Helpline, Inc.
Development Leaders	University of Wyoming, Connect Wyoming, Wyoming Institute for Disabilities (Pathways Plus)
Area Served	The entire State of Wyoming
2-1-1 Start Date	Tentative September, 2003
Utilities Commission	Wyoming Public Service Commission (307) 777-7428. Mike Korber has been both helpful and friendly, providing us with the tariff information for Qwest.
Legislation	There is no current legislation pending for the state. We hope to see funding available via grant or state funding assistance.
System Design	We plan to operate a centralized call center to serve the entire state of Wyoming from the beginning of operations. Our statewide database has been provided by Connect Wyoming, and will be maintained by them with updates every three months. We are currently seeking funding and developing resources and partner agencies to get started.
Databases	We are utilizing a state owned database of agencies and programs that covers the entire state of Wyoming. The database is managed by Bethanie Hull, Connect Wyoming Project Coordinator (307) 766-2996. It is available on the web via: http://wind.uwyo.edu
Notes - Project	We have applied for IRS 501 (c) (3) status and are awaiting our determination letter. Once we are registered as a charitable organization we have several sources of grant funding lined up. Most every agency we have encountered has been helpful and is excited about our organization and the possibility of access to our database of resources.
Major Issues – Project	Our position is to have a statewide 211 system in operation using one centralized call center and database system. We are petitioning the state for sole access to perform this function. Any major issues have been resolved.
LEC Involvement	Qwest, R T Communications, Tri County Telephone, TCT West, Project Telephone, Cellular One, Verizon Wireless.
Tariff	No per call tariffs to be imposed.
Rate Structure	A one time fee of \$300 for the point to number, and a \$30 per central office to be programmed per Qwest Communications. The other phone companies involved will perform the programming at no charge as a community service.
Setup Costs	At this time we do not currently have a list of setup costs. We are drafting a budget and making decisions on what items to purchase to operate a call center. We will forward documentation on the actual costs when they are known.
Maintenance Costs	Monthly maintenance for our phone systems is \$127.80. The Maintenance on our computer systems is 125.00 per month. The annual maintenance fee on the software we are using is \$2,000.00.
Notes - LEC	All LEC carriers are cooperative and assisting us in developing our program.
Major Issues – LEC	None

Wireless Development We are currently negotiating with the local wireless carriers to allow 211 toll free access for their customers.

Source [s] Joseph Jeffcoat [email submission 4/10/03]

Appendix B: Sources and Further Information

Alabama

Camilla Prince, Information and Referral Coordinator - Volunteer Information Center
cprince@volunteer-info.org

Alaska

Fred Jenkins, Director, United Way of Anchorage
fjenkins@ak.org

Arizona

Roberto Armijo, Community Information & Referral
roberto@cirs.org

Rita Weatherholt, Information and Referral Sevices
rita@azinfo.org

California

Lynn Pesely, 2-1-1 Northern California Coordinator
lpesely@yahoo.com

Los Angeles INFOLine Website: <<http://www.infoline-la.org>>;

Colorado

Mary Robertson - FirstCall
mrobertson@firstcall-vc.org

Qwest Corporation

Services Catalog - Colorado, Exchange and Network Services, Section 10.11.3, "N11 Service", effective July 30, 2001,
<<http://www.qwest.com>>

Connecticut

Mary Hogan - Vice President for Information and Special Initiatives
mary.hogan@ctunitedway.org

Delaware

Patricia Blevins, Delaware Helpline, Inc.
pblevins@state.de.us

Delaware Helpline Website: <http://www.delawarehelpline.org>

Delaware State Legislature

<<http://www.legis.state.de.us>>

Florida

Libby Donoghue, Executive Director - Crisis Services of Brevard

<ldonoghue@crisis-services.org>

Crisis Services of Brevard Website <<http://www.crisis-services.org>>

Ted Granger, President, United Way of Florida
<tgranger@uwof.org>

Bruce Greenstein, Resource and Technology Specialist – Center for Information and Crisis Services, Inc.
<<http://www.iandr.org>>

Cindy Howell, Director of Development – Center for Information and Crisis Services, Inc.
<<http://www.iandr.org>>

Randy Nicklaus, Executive Director - Telephone Counseling and Referral Service, Inc.
<nicklausrs@aol.com>
TCRS Website: <<http://www.tcrs211.org>>

Debra L. Pugh, Director 211/Hotline Services Division - Crisis Center of Tampa Bay, Inc.
<dlpugh@crisiscenter.com>
Crisis Center of Tampa Bay Website <<http://www.crisiscenter.com>>

Micki Thompson, Program Manager - Pinellas Cares, Inc.
Pinellas Cares Website <<http://www.pinellascare.org>>

BellSouth - Florida

General Subscriber Service Tariff - A39.1. "Three-Digit Dialing Service", effective August 18, 1999.

General Subscriber Service Tariff - A13.79. "211 Dialing Service", effective January 11, 2001.
<<http://www.bellsouth.com>>

Sprint – Florida, Inc.

General Exchange Tariff, Section A10. "N11 Services"
<<http://www.sprint.com>>

Grant, Tim. "Hillsborough's 211 Hotline is Really Hot". *St. Petersburg Times*. July 24, 2001.

Grant, Tim and Curtis Krueger. "Pinellas, Hillsborough Warm Up to 211 Service". *St. Petersburg Times*. July 24, 2001.

Georgia

David Aft, President - United Way of Northwest Georgia
<david.aft@unitedway.org>

Annetta Berry, Executive Director - CONTACT Helpline
aberry@contact211.org
CONTACT Helpline Website <<http://www.contact211.org>>

Tammie Collins - United Way 211 (Central Georgia)

<tcollins@unitedwaycg.com>

United Way 211 Website (Central Georgia) <<http://www.unitedwaycg.com/211.htm>>

Bonnie Dixon, Vice President Outreach Services - United Way of the Coastal Empire

<bonnied@uwce.org>

Bob Hamby, Manager of Data and Information Systems - United Way 211 (Atlanta)

Tim Johnson, Executive Director - Community Connection of Northeast Georgia

Joan Smith-Hague, Director 211 Expansion - United Way 211 (Atlanta)

<jshague@unitedwayatl.org>

United Way 211 Website (Atlanta) <<http://www.unitedwayatl.org>>

BellSouth - Georgia

General Subscriber Service Tariff - A39.1. "Three-Digit Dialing Service", effective August 18, 1999.

General Subscriber Service Tariff - A13.79. "211 Dialing Service", effective January 11, 2001.

<<http://www.bellsouth.com>>

Hawaii

Havinne Anderson, Program Director – Ask Aloha United Way

<havinne@auw.org>

Idaho

Lynn Hofflund, Director of Development - 211 Idaho

<lynn@idaho211.com>

211 Idaho Website <<http://www.211idaho.com>>

Pat Williams, Coordinator - Idaho CareLine

Idaho CareLine Website <<http://www.idahocareline.org>>

williams@idhw.state.id.us

Saint Alphonsus Regional Medical Center (Call Center Information)

<<http://www.saintalphonsus.org/clinical/callcenter.html>>

The Idaho Statesman. "Lack of Funds Delays 211 Service".

<<http://www.idahostatesman.com/news/daily/20010730/LocalNews/141859.shtml>>

Qwest Corporation

Exchange and Network Services Catalog - Southern Idaho, Section 10.11.3 "N11 Service", effective 6/29/01.

<<http://www.qwest.com>>

Indiana

Lucinda Nord, Executive Director – IN211

<lucindanord@in211.org>

Iowa

Karen Hyatt-Smith - Iowa AIRS

<hyattk@desmoines-redcross.org>

Iowa AIRS Website (211) <<http://www.iowaairs.org/iowa2-1-1>>

Kansas

Kim Wilson, Community Assistant, United Way of the Plains

kwilson@unitedwayplains.org

Kentucky

Terry Tolan, President – United Way of Kentucky [phone interview 2/22/02]

<ttolan@uwky.org>

<<http://www.uwky.org>>

BellSouth – Kentucky.

General Subscriber Services Tariff A.13.79 – “211 Dialing Service”. Effective July 31, 2001.

<<http://www.bellsouth.com>>

Louisiana

Michelle Champagne, Supervisor - United Way Infoline (Baton Rouge)

Marie Boudreaux, Systems Administrator-232-Help

marie@232-help.org

Marilyn Shraberg - VIA LINK 211 (New Orleans)

mshraberg@hotmail.com

VIA LINK Website <<http://www.vialink.org>>

BellSouth - Louisiana

General Subscriber Service Tariff - A39.1. “Three-Digit Dialing Service”, effective August 18, 1999.

General Subscriber Service Tariff - A13.79. “211 Dialing Service”, effective January 11, 2001.

<<http://www.bellsouth.com>>

Maine

Elena Schmidt, Director of Development - INGRAHAM

elenaschmidt@ingraham.org

INGRAHAM Website <<http://www.ingraham.org>>

Maryland

Saundra Bond, Chair – Maryland 211 Task Force

<saundra.bond@uwcm.org>

John Geist, Project Manager - Maryland 2-1-1 Task Force

john.geist@uwcm.org

Massachusetts

Jean Strock - Mass211, Inc.
jstrock@unitedwaycm.org

Michigan
Nancy Lindman, Michigan 211
nlindman@attbi.com

MI-AIRS
<<http://www.comnet.org/miairs>>

Michigan State Legislature; Act No. 295 - Public Acts of 2000; "Michigan Telecommunications Act", Sec. 214; effective July 17, 2000.
<<http://www.michiganlegislature.org/txt/publicact/1999-2000/pa029500.htm>>

Minnesota
Caty Jirik, United Way of the Greater Twin Cities
<jirike@unitedwaytwincities.org>

Mississippi
Melanie Hickman, Co-Director - First Call For Help / Link Line
First Call For Help / Link Line Website <<http://www.firstcallforhelplinkline.org>>

BellSouth – Mississippi
General Subscriber Services Tariff - A13.79. "211 Dialing Service", effective January 15, 2001.
<<http://www.bellsouth.com>>

Nebraska
Jennifer Curran, 2-1-1 Coordinator – United Way of the Midlands
<jcurran@UWMidlands.org>

New Hampshire
Larry Singelais, Executive Director - New Hampshire Help Line
<info@nhhelpline.org>

New Jersey
Frances Palm, Co-Chair - New Jersey 2-1-1 Partnership
<fpalm@interactive.net>
First Call For Help Website <<http://www.firstcall.org>>

New Mexico
Mike Swisher, Community Liaison, AFL-CIO
mike@uwcnm.org

New York
Linda Daily - FIRST, Inc.
<lsdaily@firstwp.org>

North Carolina

Julie Sargent, First Call for Help Asheville

jsargent@unitedwayabc.org

Ohio

Richard Stahl – 211 Ohio Collaborative

rbstahl@infoinc.org

211 Ohio Collaborative Website <<http://www.211ohio.net>>

Oklahoma

David Bernstein - CSC Helpline

dbernstein@mail.csctulsa.org

CSC Helpline Website <<http://www.csctulsa.org>>

Oregon

George Grosch, I&R Specialist - Benton County I&R Services / OR211 Coalition

George.C.GROSCH@Co.Benton.OR.US

Pennsylvania

Tom Foley, President, United Way of Pennsylvania

tom@uwp.org

Rhode Island

Christina Amedeo, Travelers Aid Society of Rhode Island

camedeota@aol.com

South Carolina

Lisa Simmons, Director I&R Resources – United Way of the Midlands

lsimmons@uway.org

Cam Varner, Executive Director, Aiken County HELP LINE

aiken211@bellsouth.net

South Dakota

Janet Kittams-Lalley - Help!Line Center

<helpline@helplinecenter.org>

Help!Line Center Website <<http://www.helplinecenter.org>>

Tennessee

Jane Schlee, Team health

<jane_schlee@teamhealth.com>

Texas

Judy Windler, Director Texas Information and Referral Network - Texas Department of Health and Human Services

<Judy.Windler@hhsc.state.tx.us>

Telecommunications and Information Policy Institute. *"Texas 211:" Implementing a Toll-Free Electronic Information and Referral Telephone Service in Texas.* November, 1998.
<<http://www.utexas.edu/research/tipi>>

Utah

Josh Pederson, Director - The Information and Referral Center
<joshp@csc-ut.org>

Qwest Corporation

Exchange and Networks Services Catalog - Utah, Section 10.11.3 - "N11 Service"; effective July 23, 2001
<<http://www.qwest.com>>

Vermont

Sharon Tierra, Coordinator – Vermont 2-1-1
<helpline@sover.net>

Michael Caltado, Board of Directors – Vermont 2-1-1

Virginia

Pam Kestner-Chappelear, Executive Director-Council of Community Services

Virginia Statewide Information and Referral System Database

<<http://www.irissoft.com/rich>>

Code of the Commonwealth of Virginia - Title 63.1-314.1 through 63.1-314.8,

<<http://leg1.state.va.us>>

Washington

Jeri Shumate, Vice-Chair - WIN211

<jeri.shumate@irccv.org>

WIN211 Website <<http://www.win211.org>>

AWRD Website (database information): <<http://www.awrd.org>>

West Virginia

Robin Smith, Director - The Connecting Link

rarsmast@aol.com

West Virginia State Legislature. "House Concurrent Resolution No. 18" - 2001 session.

Introduced March 8, 2001.

<<http://www.legis.state.wv.us/legishp1.html>> -

Public Service Commission of West Virginia. "West Virginia PSC Forms 211 Task Force"

(press release). June 21, 2001.

Wisconsin

Larry Olness, Director - First Call For Help, United Way of Dane County

LarryO@uwdc.org
<<http://www.uwdc.org>>

Howard, Leslie Ann, President – United Way of Dane County. “Re: Petition for Pilot Program for the Designation of the Telephone Number ‘211’...” (letter to Public Service Commission of Wisconsin). April 28, 2000 <<http://www.execpc.com/~safehavn/psc.htm>

United Way in Waukesha County Website: <<http://www.unitedwaywaukesha.org>>

Planning Council for Health and Human Services (Milwaukee) Website:
<<http://www.planningcouncil.org>>

Held, Tom. “Federal Agency Approves 211 For Social Services Phone Lines”. *Milwaukee Journal Sentinel*. July 21, 2000.
<<http://www.jsonline.com/news/metro/jul00/barrett22072100a.asp>>

Williams, Scott and Linda Spice. “Waukesha County Joins Quest for 211 Help Line”. *Milwaukee Journal Sentinel*. April 19, 2001.
<<http://www.jsonline.com/news/wauk/apr01/mental20041901a.asp>>

Appendix C: Excerpts of FCC Rule 00-256A1 - Assigning 2-1-1 Dialing Codes For Use by Community Information and Referral Services

Before the
Federal Communications Commission
Washington, D.C. 20554

In the Matter of)	
)	
Petition by the United States Department of)	NSD-L-99-24
Transportation for Assignment of an)	
Abbreviated Dialing Code (N11) to Access)	
Intelligent Transportation System (ITS))	
Services Nationwide)	
)	
Request by the Alliance of Information and)	NSD-L-98-80
Referral Systems, United Way of America,)	
United Way 211 (Atlanta, Georgia), United)	
Way of Connecticut, Florida Alliance of)	
Information and Referral Services, Inc., and)	
Texas I&R Network for Assignment of 211)	
Dialing Code)	
)	
The Use of N11 Codes and Other Abbreviated)	CC Docket No. 92-105
Dialing Arrangements)	

THIRD REPORT AND ORDER AND ORDER ON RECONSIDERATION

Adopted: July 21, 2000

Released: July 31, 2000

Petition for Assignment of an N11 Code for Access to Information and Referral Services

Background

- On May 28, 1998, the Alliance of Information and Referral Systems, the United Way of America, United Way 211 (Atlanta, Georgia), United Way of Connecticut, Florida Alliance of Information and Referral Services, Inc. and the Texas I&R (Information and Referral) Network

(collectively, Information and Referral Petitioners), filed a petition for nationwide assignment of an abbreviated dialing code for access to community information and referral services (Information and Referral Petition).¹ The Information and Referral Petitioners contend that there is a demonstrated need for an easy to remember, easy to use abbreviated dialing code that will enable persons in need to be directed to services providing free information and referrals to community service organizations. Petitioners argue further that assigning an N11 code to such services would provide an important adjunct to the codes that the Commission has already assigned to meet other public needs.² The Information and Referral Petitioners cite to a range of human needs not addressed by either the 911 code or police non-emergency 311 code such as housing assistance, maintaining utilities, food, finding counseling, hospice services and services for the aging, substance abuse programs, or dealing with physical or sexual abuse.³ The Information and Referral Petitioners state that there is strong interest in several states for developing an N11 code for this purpose,⁴ and that the tools exist to do so. The Information and Referral Petitioners contend that assigning an N11 code for such purposes is in the national interest, and commenters overwhelmingly support the proposal.⁵

¹ The Petition requested the 211 code. Request by the Alliance of Information and Referral Systems, United Way of America, United Way 211 (Atlanta, Georgia), United Way of Connecticut, Florida Alliance of Information and Referral Services, Inc., and the Texas I&R Network for Assignment of 211 Dialing Code (Information and Referral Petition). In response, the Commission issued a public notice for comment on their petition. *See* Request by Alliance of Information and Referral Systems, United Way of America, United Way 211 (Atlanta, Georgia), United Way of Connecticut, Florida Alliance of Information and Referral Services, Inc., and the Texas I&R Network for Assignment of 211 Dialing Code, *Public Notice*, DA 98-1571, NSD File No. L-98-80 (rel. Aug. 6, 1998).

² The Information and Referral Petitioners contend that assignment of 211 would compliment existing uses of 911 for emergency services and the assignment of 311 for police non-emergency uses in the *N11 First Report and Order*. Information and Referral Petition at 5-6.

³ *See id.* at 6.

⁴ In an *ex parte* dated February 22, 2000, representatives of the Information and Referral Petitioners provided Commission staff with an updated state-by-state status of 211, indicating that 211 was active in at least one locality in Connecticut and a thirteen-county area in Atlanta, Georgia. The Information and Referral Petitioners also indicated that petitions for 211 had been filed with local public utility commissions in three other states (Massachusetts, Ohio and Wisconsin) and a county in Michigan. In addition, 211 petitions had been approved in three other states (Alabama, North Carolina and Utah), with statewide information and referral models developed in three others (Florida, Texas and Virginia). Six states had made no commitment on 211, with the remaining considering 211 to some degree for access to community information and referral services.

⁵ *See, e.g.*, Linda Daily Comments (letter from private citizen stating, “[w]hether it’s a mammogram, substance abuse services, therapeutic recreation for a disabled child, or 1 of more than 4,000 human services, the issue is the same. No one knows where to start.”); Ameritech Comments at 1 (supporting Information and Referral Petition as meeting FCC policy of limiting national assignment of unused N11 codes for public purposes).

Discussion

- We find that the Information and Referral Petitioners have demonstrated sufficient public benefits to justify use of a scarce public resource,⁶ and we therefore assign 211 to be used for access to community information and referral services. Individuals facing serious threats to life, health, and mental well being have urgent and critical human needs that are not addressed by dialing 911 for emergency assistance or 311 for non-emergency police assistance. For example, the Information and Referral Petitioners present a call summary prepared by United Way 211 (based in Atlanta) for the year 1997, which indicates that seven percent of the calls to United Way 211 involved immediate shelter needs, 20 percent involved rental/mortgage assistance needs (for example, threatened eviction), 16 percent involved utility issues, critical in inclement weather, and nine percent involved the need for food.⁷ The remaining calls presented issues relating to counseling, medical aid, prescription assistance, physical and sexual abuse, and potential suicide. Other less urgent situations, also not addressed by 911 service or the current 311 service, might involve persons needing child care solutions, aging and hospice services, adolescent activities, educational programs, support groups, legal assistance, child and spousal abuse counseling, substance abuse programs, and other needs vital to the welfare of individuals, families, and communities.⁸
- We believe that the Information and Referral Petitioners have shown a public need exists for an easy to use, easy to remember N11 code to efficiently bring community information and referral services to those who need them, providing a national safety network for persons to get access readily to assistance. Therefore, we find that the public interest standard has been met here. We are persuaded by the Information and Referral Petitioners' assertion that, with a large number of toll-free telephone numbers, confusion is inevitable and the increased margin for error in dialing eleven digits creates obstacles to use of community information and referral services, particularly in urgent situations.⁹ Moreover, as the Information and Referral Petitioners also point out, this confusion is not resolved when directory assistance for toll-free numbers is used, because directory assistance for toll free numbers lists entries by name, but not service or need category. We also are persuaded that local numbers are not viable alternatives because they are difficult to distinguish from the myriad of other local businesses and community

⁶ We reject arguments to the contrary. *See, e.g.,* CinBell Comments at 2.

⁷ Information and Referral Petition at 6.

⁸ *Id.*

⁹ *Id.* at 11.

services numbers, and may not be of service to travelers and the recently relocated, who often need temporary assistance. Moreover, people with mental or physical limitations would benefit from the use of a three-digit nationwide number, rather than having to dial various and different seven or ten digits to get access to help. We also note that the number of people served by the information and referral organizations that make up the Information and Referral Petitioners is quite large. The United Way 211 (Atlanta, Georgia and the thirteen-county surrounding area) provides free (bilingual) service 24 hours a day, seven days a week to a population of more than three million people.¹⁰ In Connecticut, Infoline provides access to community resources throughout the state.¹¹ In Texas, regional data centers – 24-hour data centers linked to the 100 community information centers and each other – are being established to provide comprehensive health and human service information, allowing 18 million residents to have information about vital services across the state.¹² In Florida, information for about 40 percent of the state's counties are represented in search and data features that have been included in an integrated database, uploaded on the Florida Alliance of Information and Referral Service Internet site.¹³ The designation of a uniform national code would simplify access to information from these and other sources and would make such information readily available to new members of communities as well as existing local citizens.

- We believe that providing access to community information and referral services using 211 has many benefits. Individuals will now have an easy to remember nationwide number to call when they need non-emergency help. Unlike 311, which is being used in some communities to provide access to non-emergency police services,¹⁴ the range of services that will be available using 211 is of a much broader scope. We are mindful that the Commission in the *N11 First Report and Order* gave local jurisdictions discretion to use 311 for access to government services that might, in some instances, overlap the services to be provided using 211. We are not convinced, as are some commenters, that this will cause

¹⁰ *Id.* at 7, 14. We also note that the United Way 211 database includes public and private agencies and programs in the Atlanta region, not just United Way member agencies or those supported by United Way funding. *Id.*

¹¹ *Id.* at 4.

¹² *Id.* at 8.

¹³ *Id.*

¹⁴ According to the Community Oriented Policing Services (COPS) Office at the U.S. Department of Justice, a number of communities have implemented 311 for access to non-emergency police services with the assistance of funds provided by the Department of Justice. These include Baltimore, Maryland; Dukes County, Massachusetts (Martha's Vineyard); Rochester, New York; Miami, Florida; Houston, Texas; City of Los Angeles, California <www.lacity.org>; Pasadena, South Pasadena, California; and Birmingham, Alabama. Other communities also have implemented 311, including Dallas, Texas; Chicago, Illinois; Washington, D.C.; San Jose, California; Hampton, Virginia; and San Antonio, Texas.

confusion among callers as to which N11 code should be used to access what type of information.¹⁵ To the contrary, we believe that the extensive education campaign that the Information and Referral Petitioners and others have undertaken to publicize the use of 211 has and will continue to eliminate any potential confusion. The Information and Referral Petitioners have invested significant resources in publicizing the use of the 211 code in some areas of the country, and we have already seen an enormous amount of support for efforts to implement access to community information and referral services using 211 at the state and local level from citizens, government officials, and organizations that provide help to others.¹⁶ Thus, we believe that access to community information and referral services using 211 will provide a vital adjunct to existing 311 services. We also believe that 211 service for access to community information and referral services will provide a useful adjunct to 911 service by further reducing calls to 911 that do not require immediate dispatch of police, fire, or medical personnel.¹⁷

- We therefore assign 211 to be used to provide access to community information and referral services. Similar to the Commission's national assignment in the *N11 First Report and Order* of 311 for access to non-emergency police and other government services,¹⁸ we direct that, when a provider of telecommunications services receives a request from an entity (e.g., the United Way) to use 211 for access to community information and referral services, the telecommunications provider must: (1) ensure that any entities that were using 211 at the local level prior to the effective date of this Order relinquish use of the code for non-compliant services, and (2) take any steps necessary (such as reprogramming switch software) to complete 211 calls from its subscribers to the requesting entity in its service area.¹⁹ The 211 dialing code is currently in use in Atlanta, Georgia and parts of Connecticut, and we expect communities across the country will be able to make similar transition to 211. We expect community service organizations to work cooperatively to ensure the greatest public use of

¹⁵ See National Telephone Enterprises, Inc. Comments at 6; SBC Communications, Inc. Comments at 1-2.

¹⁶ See, e.g., Area Agency on Aging Comments at 1; Ask-2000 Comments at 1; Chris Bell, Houston Council Member, Comments at 1; Big Bend Hospice Comments at 1; Border Families are Valued Project Comments at 1; Brazos County Community Council Comments at 1; Mary Brennan, Florida House of Representatives, Comments at 1; The Bridge Comments at 1; Houston Mayor Lee P. Brown Comments at 1; The City of Calgary Comments at 1; The City of Atlanta, Georgia Comments at 1; Capital Area Healthy Start Coalition Comments at 1; Center for Advocacy for the Rights and Interests of the Elderly Comments at 1; HelpLine Comments at 1; Information and Referral Midland Comments at 1-2; Center for Information and Crisis Services, Inc. Comments at 1.

¹⁷ See *N11 First Report and Order*, 12 FCC Rcd at 5595, para. 36; see also discussion of IAFC Petition at para. 25, *infra*.

¹⁸ *Id.* at 5615, para. 83. See also para. 5, *supra*.

¹⁹ *Id.* at 5615, para. 84.

this scarce resource. Finally, we will reexamine deployment of community information and referral services using 211 five years after the effective date of this Order to determine whether this resource is being utilized in the manner and to the extent anticipated by the Information and Referral Petitioners. As with 511, if 211 is not being used on a widespread basis for access to community information and referral services, we may consider designating the 211 code for other uses, or removing the exclusive assignment for community information and referral services.

Appendix D: National Standards for 2-1-1 Centers

Recommended by the Alliance of Information & Referral Systems
Adopted by the National 2-1-1 Collaborative May 5, 2000

Organizations who have implemented or have begun the process for creating and implementing a 2-1-1 Call Center have suggested the following become national standards for operation:

- 1.Ensure the provision of 24 hour coverage, year-round.
- 2.Ascribe to the AIRS Standards for Information & Referral.
- 3.Have a plan in place to become or be accredited by AIRS.
- 4.Utilize Certified Information & Referral Specialists and Resource Specialists.
- 5.Demonstrate cooperative relationships with specialized I&Rs, crisis centers, 9-1-1s and 3-1-1s, where applicable.
- 6.Have means of tracking call volume, number of abandoned calls, average speed of answering, average call length.
- 7.Computerized I&R database with client collection capability.
- 8.Use the AIRS/InfoLine Taxonomy.
- 9.Have the ability to publicize 2-1-1 services and educate the public on an on-going basis.
- 10.TTY and multi-lingual accessibility either on-site or access to live translation.
- 11.Ability to develop linkages through protocol with appropriate clearinghouse agencies that may be able to provide services such as volunteer or donation management.
- 12.Ensure quality of service and inquirer satisfaction through appropriate follow up.

Within States or Regions where more than one I&R will be providing 2-1-1 services, it is recommended that 2-1-1 Centers have the following:

An agreed upon plan to work in tandem to ensure 2-1-1 service to all areas of the state or region.
Ability to share resource data information.
Ability to track and share information on client needs and unmet needs.
A common means of measuring outcomes for the operation of a call center.
An agreed upon means of communicating with the community represented by the call center on requests for assistance, perceived gaps and barriers to service.

