

ORIGINAL

050421-7L

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From: Ted Granger [tgranger@uwof.org]
Sent: Tuesday, June 21, 2005 11:59 AM
To: Filings@psc.state.fl.us
Cc: Tim Sylvia (E-mail); Bob Arnold (E-mail)
Subject: PSC Petition Filing - 211
Attachments: psc petition.doc

To Whom It May Concern..

Attached is a Petition submitted by this electronic filing for consideration by the PSC.

Person Responsible for the Electronic Filing:

Theodore G. Granger, President
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Docket Number:

This is a new Petition, not filed in conjunction with an existing docket.

Name of Party on Whose Behalf the Petition is Filed

Florida Alliance of Information and Referral Services (FLAIRS)

Total Number of Pages of the Attached Petition

4

Brief Description of the Attached Petition

The attached Petition requests the PSC to require local exchange telecommunications companies to include 211 information on the inside front cover of telephone directories.

DOCUMENT NO.
05878-05
6-21-05

ORIGINAL

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Petition by the Florida Alliance of Information and Referral Services to require local exchange telecommunications companies to include 211 information on the inside front cover of telephone directories.)

Docket No. 050421-7L
Filed _____

**Petition by the Florida Alliance of Information and Referral Services to Initiate Rulemaking
Requiring 211 Information on Inside Cover of Telephone Directories**

Pursuant to s.28-103.006, Florida Administrative Code, the Florida Alliance of Information and Referral Services (FLAIRS) petitions the Florida Public Service Commission (Commission) to initiate rulemaking requiring local exchange telecommunications companies to include 211 instructions on the inside front cover of telephone directories for exchanges with 211 service. In support of this petition, FLAIRS states the following:

1. On July 21, 2000, the Federal Communications Commission (FCC) designated the telephone number 211 as the abbreviated dialing code for access to community Information and Referral (I&R) services nationwide.

2. 211 is the 911 "one stop shop" telephone number used to access community human service I&R providers for information about – and referral to – the full spectrum of non-emergency, crisis, and disaster response services, including:

a. Basic Human Needs - food banks, clothing, shelters, rental assistance, utility assistance, etc.)

DOCUMENT NO.
050421-05
6-21-05

- b. Physical and Mental Health - medical information lines, crisis intervention services, support groups, counseling, drug and alcohol intervention, rehabilitation, health insurance programs, Medicaid and Medicare, maternal health, children's health insurance programs, domestic violence services, etc.
- c. Employment Support – unemployment benefits, financial assistance, job training, transportation assistance, education programs, childcare, etc.
- d. Support for Older Americans and Persons with Disabilities - home health care, adult day care, congregate meals, Meals on Wheels, respite care, transportation, and homemaker services, etc
- e. Support for Children, Youth and Families – quality childcare, Success by 6, after school programs, Head Start, family resource centers, summer camps and recreation programs, mentoring, tutoring, protective services, etc.
- f. Volunteer opportunities and donations
- g. Disaster Response – evacuation routes, emergency shelter locations, food, water, and supply distribution sites, rumor control, general logistics, etc

3. Section 408.918(1), Florida Statutes (2004), authorizes “the planning, development, and, subject to appropriations, the implementation of a statewide Florida 211 Network, which shall serve as the single point of coordination for information and referral for health and human services.”

4. Section 408.918(2), Florida Statutes (2004) requires the Agency for Health Care Administration to certify providers to participate in the Florida 211 Network.

5. FLAIRS is the statewide I&R association whose members answer more than 3 million telephone inquiries about human services each year, and which is overseeing implementation of the Florida 211 Network.

6. As of May 2005, the Florida 211 Network was comprised of 13 providers, making 211 available to more than 13.5 million Floridians in 39 counties.

7. There is currently no requirement for inclusion of information about 211 on the inside front cover of telephone directories together with other important consumer information. Failure to include such information may lead to more non-emergency calls being made to 911 call centers, impede access to critically needed information to callers in crisis, and cause unnecessary delays in accessing - or eliminate the opportunity to access - information needed to support individual safety and well-being.

8. FLAIRS requests the Commission to add a new subsection 4 to s. 25-4.040(3)(b), FAC, to read:

4. "211" instructions for exchanges with "211" services, including a short description of "211".

WHEREFORE, FLAIRS requests the Commission to initiate rulemaking and to amend s. 25-4.040 (3)(b), FAC, as set forth in this petition.

DOCKET NO. 050421

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a copy of the foregoing has been furnished by the U.S. Mail, hand-delivery and/or overnight delivery, or by electronic transmission via email to the following parties on the June 21, 2005

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