

STATE OF MICHIGAN
BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

In the matter, on the Commission's own motion,)
regarding the designation of a state 2-1-1 coordinating)
agency pursuant to Section 214 of the Michigan)
Telecommunications Act.)
_____)

Case No. U-14725

At the March 11, 2008 meeting of the Michigan Public Service Commission in Lansing,
Michigan.

PRESENT: Hon. Orjiakor N. Isiogu, Chairman
 Hon. Monica Martinez, Commissioner
 Hon. Steven A. Transeth, Commissioner

ORDER

On March 14, 2006, the Commission designated Michigan 2-1-1 (a wholly owned subsidiary of the Michigan Association of United Ways) to serve as the statewide 2-1-1 coordinating agency until March 31, 2007. MCL 484.2214(5). In addition, the Commission granted Michigan 2-1-1 the right to continue to serve as the 2-1-1 coordinating agency for two one-year renewal periods, subject to review and approval by the Commission. On March 21, 2007, the Commission renewed the approval for one year, until March 31, 2008.

Michigan 2-1-1 provided the Commission with a progress report on February 1, 2008, outlining its current progress, expectations for additional 2-1-1 call centers, and funding information. The report notes the Commission's December 4, 2007 order in Case No. U-15205, in which the Commission recognized that there is no statewide central routing system in place to which to assign the 2-1-1 number by January 1, 2008, as required by MCL 484.2214(7). Although

Michigan 2-1-1 reports it has made progress with developing a central routing system, it “cannot require community resource referral entities in all counties to apply for 2-1-1 designation.”

Progress Report, p. 2.

Michigan 2-1-1 reports on the activities of the Michigan 2-1-1 Operating Council, the Resource Managers Workgroup, the After-Hours Taskforce, the Statewide Database Taskforce, the Emergency Preparedness Taskforce, and the Statewide Data Collection Workgroup. The report states that “local financial commitments are in place to continue 2-1-1 expansion in 2008,” and expansion is planned in Manistee, Berrien, Cass, Van Buren, St. Joseph, Lenawee, Genesee, Midland, Clare, Gladwin, Isabella, and Gratiot counties. Progress Report, p. 5. These planned expansions will bring 2-1-1 service to over 80% of Michigan’s population. Local call center and central operations investment in 2007 totaled \$3,934,000. *Id.* Michigan 2-1-1 continues to seek funding from all available public and private sources.

In accordance with Section 214(5) of the Michigan Telecommunications Act, MCL 484.2214(5), the Commission finds that Michigan 2-1-1 should continue to serve as the statewide 2-1-1 coordinating agency from April 1, 2008 to March 31, 2009. The Commission continues to be concerned that the funding commitments, described in the initial application and the current progress report, are uncertain.¹ This review and renewal process was initiated to enable Michigan 2-1-1 to actively seek long-term funding sources and to more fully develop

¹Continued funding uncertainty will be viewed negatively and may be cause for repeal of Michigan 2-1-1’s designation as the statewide 2-1-1 coordinating agency. The Commission is concerned, in particular, with the financial ability of Michigan 2-1-1 to carry out the business plan, which “requires a significant long-term commitment from state government to pay at least 50% of the total annual operating support...” Application, Exhibit B, p. 7. The progress report indicates no change to this business plan. While the State has provided funding for a demonstration project, this goal for annual operating support has not been met. The Commission is concerned that, in the present budget climate, this goal may not be realistic. However, no other entity has applied for designation as the state 2-1-1 coordinating agency.

interdependent relationships with all human service providers within the state. The Commission seeks to ensure that Michigan 2-1-1 remains viable and effective, and is capable of garnering sufficient financial resources to continue to act as the statewide 2-1-1 coordinating agency in the future. By February 1, 2009, Michigan 2-1-1 shall present the Commission with current information on funding, advances made in 2-1-1 availability in Michigan, and any other relevant information on its progress. At that time, the Commission will consider whether another three-year designation should be authorized.

THEREFORE, IT IS ORDERED that:

A. Michigan 2-1-1 is designated as the statewide 2-1-1 coordinating agency from April 1, 2008 to March 31, 2009.

B. By February 1, 2009, Michigan 2-1-1 shall file current information on funding, advances made in 2-1-1 availability in Michigan, and any other relevant information on its progress.

The Commission reserves jurisdiction and may issue further orders as necessary.

Any party desiring to appeal this order must do so by the filing of a claim of appeal in the Michigan Court of Appeals within 30 days of the issuance of this order, under MCL 484.2203(12).

MICHIGAN PUBLIC SERVICE COMMISSION

Orjiakor N. Isiogu, Chairman

Monica Martinez, Commissioner

Steven A. Transeth, Commissioner

By its action of March 11, 2008.

Mary Jo Kunkle, Executive Secretary