

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

In the Matter of the Reapplication of)
The United Way of Greater Kansas)
City, Inc. f/k/a The Heart of America)
United Way, Inc. for an Order of the)
Commission Granting it Continuing)
Authority as an Information and Referral)
Provider for Purposes of 211 Service)

File No. AO-2020-0037

STAFF RECOMMENDATION

COMES NOW the Staff of the Missouri Public Service Commission, by and through counsel, and for its *Recommendation* in this matter hereby recommends that the Commission renew the authority of the United Way of Greater Kansas City, Inc., as a Missouri Information and Referral Provider in the counties requested in its *Reapplication*, specifically to provide information and referral through “211” telecommunications service.

1. The United Way of Greater Kansas City filed a *Reapplication for 2-1-1 Authority*. On August 29, 2019, Staff filed a notice in response to an Order of the Commission listing those entities on which the Commission should file notice of this matter.

2. Staff has reviewed the *Reapplication* and has found that it meets all of the requirements of 20 CSR 4240-28.015.

3. 211 service is an abbreviated dialing to an entity that can provide the caller with relevant information and refer the caller to the appropriate provider of human services. Human services are services which include, but are not limited to, activities that help people to become more self-sufficient, sustain independence, strengthen family relationships, support personal and social development and ensure the well-being of individuals, families, groups and communities. Specific kinds of human

services include ensuring that people have access to adequate food, shelter, clothing and transportation; financial resources to meet their needs; consumer education and decision support; legal services; training and employment; health and mental health care including substance abuse services; both routinely and in times of disaster or other emergencies.

4. Staff supports renewing the authority because the United Way of Greater Kansas City appears to be a competent entity able to provide comprehensive 211 service and has committed to complying with all applicable statutes and Commission rules. Staff is unaware of any objection to the request for renewal of its authority.

WHEREFORE, Staff prays that the Commission will renew the authority of United Way of Greater Kansas City, Inc., as a Missouri Information and Referral Provider in the counties requested in its *Reapplication*, specifically for the provision of 211 telecommunications service; and grant such other and further relief as the Commission considers just in the circumstances.

/s/ Whitney Payne

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CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing was served by electronic mail, or First Class United States Postal Mail, postage prepaid, on this 8th day of October, 2019, to all counsel of record.

/s/ Whitney Payne