

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

In the Matter of the Reapplication of the United )  
Way of Greater St. Louis, Inc. for an Order of the )  
Commission Granting it Authority as an )  
Information and Referral Provider for Purposes of )  
Obtaining 2-1-1 service )

**File No. AO-2020-0198**

**STAFF RECOMMENDATION**

**COMES NOW** the Staff of the Missouri Public Service Commission (“Staff”), through the undersigned counsel, and hereby respectfully requests that the Missouri Public Service Commission (Commission) renew the authority of the United Way of Greater St. Louis (United Way STL) to provide information and referral through “211” telecommunications service.

1. On January 10, 2020, the United Way STL filed its application for renewal of its 211 authority, pursuant to 20 CSR 4240-28.015(2), with which it has complied in every material respect.

2. 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.

3. Staff supports renewing the authority because the United Way of STL appears to be a competent entity able to provide comprehensive 211 service. Staff is not aware of any objection to renewal of United Way STL's 211 authority. Staff has included with this filing a list of entities which should be notified of this renewal, which is attached as Appendix A.

**WHEREFORE**, Staff requests that the Commission renew the authority of the United Way of Greater St. Louis to provide information and referral through 211 telecommunications service.

Respectfully submitted,

**/s/ Whitney Payne**  
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Attorney for the Staff of the  
Missouri Public Service Commission

### **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 31<sup>st</sup> day of January, 2020, to all counsel of record.

**/s/ Whitney Payne**