

**STATE OF MISSOURI
PUBLIC SERVICE COMMISSION**

At a session of the Public Service
Commission held at its office in
Jefferson City on the 23rd day of
October, 2019.

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

**ORDER GRANTING AUTHORITY TO CONTINUE SERVING AS AN
INFORMATION AND REFERRAL SERVICE PROVIDER**

Issue Date: October 23, 2019

Effective Date: November 12, 2019

In File No. AO-2004-0036, the Commission authorized United Way of Greater Kansas City (United Way KC) to serve as a Missouri Information and Referral Provider (I&R) for a period of three years. The Commission extended that authority in File Nos. TO-2007-0338, AO-2011-0025, and AO-2017-0059. On August 12, 2019, United Way KC filed an application pursuant to Commission Rule 20 CSR 4240-28.090, for continuing authority as an I&R for purposes of 211 service. The Commission issued an order directing that notice be sent, and no intervention requests or objections were received.

On October 11, 2019, the Staff of the Missouri Public Service Commission (Staff) filed its recommendation that the Commission grant the requested relief. No responses to Staff's recommendation were filed.

Under Commission Rule 20 CSR 4240-28.090, an applicant seeking authority to serve as a provider of 211 services must make a number of affirmations in the application.

United Way KC has satisfied the Commission's requirements. Staff states that the application meets the requirements of the rule pertinent to a reauthorization of 211 service and should be granted.

The Commission has reviewed the application and Staff's recommendation, and determines that the requested relief should be granted. There is good cause to make this order effective in less than thirty days to avoid a gap in United Way KC's authority to provide 211 service.

THE COMMISSION ORDERS THAT:

1. The United Way of Greater Kansas City's application for continuing authorization to serve as a 211 Information and Referral Service Provider is granted.
2. The United Way of Greater Kansas City shall comply with the statements set forth in the application.
3. The United Way of Greater Kansas City is granted authorization as a 211 Information and Referral Service Provider for a period of three years.
4. This order shall become effective on November 12, 2019.
5. This case may be closed on November 13, 2019.

BY THE COMMISSION



Morris L. Woodruff

Morris L. Woodruff
Secretary

Silvey, Chm., Kenney, Hall, Rupp, and
Coleman, CC., concur.

Clark, Senior Regulatory Law Judge


STATE OF MISSOURI

OFFICE OF THE PUBLIC SERVICE COMMISSION

I have compared the preceding copy with the original on file in this office and I do hereby certify the same to be a true copy therefrom and the whole thereof.

WITNESS my hand and seal of the Public Service Commission, at Jefferson City, Missouri, this 23rd day of October 2019.




Morris L. Woodruff
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

October 23, 2019

File/Case No. AO-2020-0037

**Missouri Public Service
Commission**

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**United Way of Greater Kansas
City, Inc.**

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Enclosed find a certified copy of an Order or Notice issued in the above-referenced matter(s).

Sincerely,



**Morris L. Woodruff
Secretary**

Recipients listed above with a valid e-mail address will receive electronic service. Recipients without a valid e-mail address will receive paper service.