

**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 211                 )  
Service    )  
**Case No. OO-2026-0182**

**STAFF RECOMMENDATION**

**COMES NOW** the Staff of the Missouri Public Service Commission (“Staff”), through the undersigned counsel, and for its Recommendation in this matter recommends that the Commission renew the authority of the United Way of Greater St. Louis, 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. On January 15, 2026, the United Way of Greater St. Louis, Inc. filed a Reapplication for 211 Authority, pursuant to 20 CSR 4240-28.015. On January 20, 2026, the United Way of Greater St. Louis, Inc. filed an amended Reapplication for 211 Authority, which remedied the deficiencies present in their initial application. On January 21, 2026, the Commission ordered Staff file a recommendation regarding the United Way of Greater St. Louis, Inc.’s Reapplication.

2. Staff has reviewed the Reapplication and has found that it meets all 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. Providers of human services are organizations whose goals include, but are not limited to, helping people 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 access to adequate food, shelter, clothing and transportation; financial resources and education; legal services; job training and employment; health and mental health care, including substance abuse services; and focused recovery efforts in times of disaster or other emergencies.

4. Staff supports renewing the authority because the United Way of Greater St. Louis, Inc. is an entity able to provide comprehensive 211 service and has committed to complying with all applicable statutes and Commission rules. The United Way of Greater St. Louis, Inc. has consistently provided 211 services since 2007. 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 St. Louis, 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/ Mark Johnson**  
MARK JOHNSON  
Missouri Bar No. 64940  
Chief Staff Counsel  
Missouri Public Service Commission  
P.O. Box 360  
Jefferson City, MO 65102  
573-751-7431 (Voice)  
573-751-9285 (Fax)  
[mark.johnson@psc.mo.gov](mailto:mark.johnson@psc.mo.gov)

**/s/ Benjamin Hahs**  
BENJAMIN HAHS  
Rule 13 Certified Law Student  
Missouri Public Service Commission  
P.O. Box 360  
Jefferson City, MO 65102  
573-751-8397  
[benjamin.hahs@psc.mo.gov](mailto:benjamin.hahs@psc.mo.gov)

Attorney for the Staff of the  
Missouri Public Service Commission

**CERTIFICATE OF SERVICE**

I hereby certify that copies of the foregoing have been mailed, hand-delivered, or transmitted by facsimile or electronic mail to counsel of record as reflected on the certified service list maintained by the Commission in its Electronic Filing Information System this 26th day of February, 2026.

**/s/ Mark Johnson**