

**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-2017-0059

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 the United Way of Greater Kansas City (United Way KC) to provide information and referral through “211” telecommunications service.

1. On August 29, 2016, the United Way KC filed its application pursuant to 4 CSR 240-32.200, with which it complied in every material respect. After the extensive notice provided to as many social service agencies and government social service offices, the Staff is not aware of any objection to renewal of United Way KC’s authority.

2. The Staff supports renewing the authority because the United Way of KC appears to be the only entity both willing and able to provide comprehensive 211 service. Such 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 CSR 240-32.200(1)(H))

WHEREFORE, the Staff requests that the Commission renew the authority the United Way of Greater Kansas City to provide information and referral through “211” telecommunications service. Furthermore, the Staff requests that the Commission include in its Order the requirement that all certificated or registered telecommunications companies and IVoIP providers reconfigure their switches so that local callers may reach the United Way of Greater Kansas City by dialing 211.

Respectfully submitted,



Colleen M. Dale
Senior Counsel
Missouri Bar No. 31624
Attorney for the Staff of the
Missouri Public Service Commission
P. O. Box 360
Jefferson City, MO 65102
(573) 751-4255 (Telephone)
cully.dale@psc.mo.gov

CERTIFICATE OF SERVICE

I hereby certify that copies of the foregoing have been mailed, hand-delivered, transmitted by facsimile or electronically mailed to all counsel of record this 4th day of October, 2016.

