

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) **File No. AO-2011-0155**
and Referral Provider for Purposes of Obtaining)
211 Service)

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

Issue Date: April 7, 2011

Effective Date: April 17, 2011

On November 29, 2010, the United Way of Greater St. Louis, Inc. filed an application, pursuant to Commission rule 4 CSR 240-32.200, for continuing authority as an Information and Referral Provider (IRP) for purposes of providing 211 service. In its application, United Way states that it failed to comply with Commission rule 4 CSR 240-32.200(8), which requires the application to be submitted at least 90 days prior to the expiration of its three-year authorization. Accordingly, it requests a waiver from that rule.

Effective May 21, 2007, the Commission authorized United Way to serve as a Missouri IRP for a period of three years.¹ The purpose of 211 service is:

[t]o enhance the ability of the public to access services that provide free information and referral to community resources in situations that are not immediately life-endangering, but still represent a serious but less urgent threat to basic human needs and individuals' health or welfare.²

As required by the rule, the Commission issued an order directing that notice of the application be sent to all incumbent local and facilities-based alternative local exchange telecommunications companies, all human services entities listed in the yellow pages under

¹ Commission File No. TO-2007-0312.

² See "*Purpose*", Commission rule 4 CSR 24-32.200,

the categories “Human Service Organizations” in the exchanges to be served, all county seats for the requested exchanges, and all city governments in cities within the requested exchanges that have a population of at least five thousand. The Commission received no requests to intervene in response to its notice.

On March 24, 2011, the Staff of the Commission filed its recommendation, requesting that the Commission grant the requested relief. No party responded to Staff’s recommendation and the deadline for doing so has expired.³

Under Commission rules 4 CSR 240-32.200(3)(A)2-17 and (3)(B)1-3, an applicant seeking authority to serve as a provider of 211 services must make a number of affirmations in the application. Having reviewed the application and Staff’s recommendation, the Commission is satisfied that the United Way has complied with these requirements and will grant the requested relief.

With its application, United Way requests a waiver of Commission rule 4 CSR 240-32.200(8). The rule requires that reapplication for the authority United Way seeks must be made 90 days prior to the expiration of the previously granted authority. In this case, that would have been May 11, 2010.⁴ United Way explains that because of an unforeseen event beyond its control, the required reapplication could not have been timely filed.⁵ The Commission has reviewed the request for a waiver and, finding good cause, will waive the 90-day requirement.⁶

³ Commission rule 4 CSR 240-2.080(15) requires that responsive pleading be filed within 10 days.

⁴ See Commission Case No. TO-2007-0312 granting authority, effective May of 2007.

⁵ See Application, paragraph 7.

⁶ Commission rule 4 CSR 240-32.010(2)

THE COMMISSION ORDERS THAT:

1. The United Way of Greater St. Louis, Inc.'s application for continuing authorization to serve as a 211 Information and Referral Service Provider is granted for a period of three years from the effective date of this order.
2. The United Way of Greater St. Louis, Inc. shall comply with the affirmations set out in its application.
3. For purposes of this application only, the United Way of Greater St. Louis, Inc. is granted a waiver of Commission rule 4 CSR 240-32.200(8), requiring that it reapply for 211 authority 90 days prior to the expiration of its previously granted authority.
4. This order shall become effective on April 17, 2011.
5. This case shall be closed on April 18, 2011.

BY THE COMMISSION



Steven C. Reed
Secretary

(S E A L)

Kennard L. Jones, Senior Regulatory
Law Judge, by delegation of authority
pursuant to Section 386.240, RSMo.

Dated at Jefferson City, Missouri,
on this 7th day of April, 2011.