

State	New York
Company/Project	211 New York State Collaborative
Development Leaders	211 New York State Collaborative / NYS AIRS / United Way of New York State
Utilities Commission	The New York Public Service Commission (NYPSC) has recognized the 211 New York Collaborative as the primary body for 211 development negotiations and has opted to serve in a facilitative capacity between the 211 New York Collaborative (and its member agencies/potential 211 providers) and LECs. NYPSC has offered to help mediate any potential obstacles arising within these relationships.
Legislation	New York State Senator Kemp Hannon, Health Committee Chair, sponsored a bill in support of 211. This bill moved from the Energy Committee to the Senate Rules Committee. The companion Assembly bill was introduced by Ron Canestrari (D-Albany) and referred to the Government Operations Committee.
System Design	Decentralized (Multiple Call Center / Centralized Administration). Eventually, a total of 10 call centers are expected, with 4 sites serving as pilots. All 211 call centers will be connected into a statewide system in terms of database sharing and "rollover" capability (see Notes - Projects for more information).
Databases	No statewide database has been suggested and no standard database software or protocol has been decided upon. While it is a likely goal to attempt standardization for purposes of shareability, etc., such proposals are difficult ground upon which to gain consensus. Regional databases are in formation.
Notes - Project	<p>The 211 New York Collaborative is a cooperative organization of approximately 25 varied social service and I&R agencies, hotlines, and United Ways.</p> <p>3 pilot sites are planned for 211 implementation, each building upon existing call center infrastructure and capability. Western NY: Central Referral Service and the United Way of Buffalo and Erie County (Buffalo); Finger Lakes: The Health Association / LIFE LINE and United Way of Greater Rochester, (Rochester); Taconic: United Way of Westchester and Putnam / FIRST, Inc. (White Plains)</p> <p>Development of regional collaboratives is also under way in the Central New York and Capital Regions. A model and operations budget for Metro New York City is in development.</p>
Major Issues - Project	<p>The majority of concerns within the New York I&R community regarding 211 implementation have dealt with smaller I&R and hotline agencies' fears of eventual redundancy upon 211 implementation. Regional meetings have led to greater understanding and negotiations as the system is built. The 211 New York Collaborative promotes collaboration through simple communication and inclusion - potential 211 service agencies are, for the most part, encouraged to pursue their specific interests, business models, and other issues within natural regions. Initial and ongoing funding sources are a major barrier for 211 pilots and specialized providers within the regions.</p> <p>There is also support for finding a way to allow rural counties to preserve a greater role in consumer response, even if they cannot qualify as a 211 call center. Such arrangements will be negotiated within each region.</p> <p>The telecommunications plan is being finalized with the assistance of a consulting firm. An RFP for telecommunications needs is expected during the next quarter.</p>
LEC Involvement	New York State Telecommunications Association, Verizon

Tariff	None
Rate Structure	Unknown
Setup Costs	Unknown
Maintenance Costs	Unknown
Notes - LEC	No specific information regarding potential costs, rate structures, etc., is available. However final planning for the Telecommunications Plan is underway.
Source(s)	211 New York State Collaborative [phone interview 3/7/01] [updated 1/25/02] Linda Daily, Co-chair - FIRST, Inc. [updated 7/25/02] Susan Hager, Co-chair - United Way of New York

State	North Carolina
Company/Project	United Way of North Carolina
Development Leaders	United Way of North Carolina (UWNC)
Utilities Commission	NCPUC awarded UWNC with the authority to administer 211 assignment in November, 1999 (approximately 9 months before the FCC 211 ruling). See "Notes – LEC" for more information.
Legislation	UWNC representatives have indicated that an attempt will be made to secure funding support from both the state legislature and the governor's office for future funding.
System Design	Decentralized. Four regional call centers are providing initial 211 I&R services. Expansion efforts are underway by the regional call centers to include surrounding counties. Two additional regions are exploring 2-1-1 coverage.
Databases	All 211 sites in North Carolina utilize IRis databases and adhere to AIRS standards for data collection, taxonomy, etc., in order to ensure future "shareability" and expansion. UWNC representatives indicate that a statewide I&R database consisting, in part, of these resources will be available to call centers and to the public via the World Wide Web.
Notes - Project	Four pilot sites have been approved by UWNC – Asheville (Buncombe County), Central North Carolina (Union, Mecklenburg, and Cabarrus Counties), the "Triangle" (Wake, Orange, Durham, and Chatham Counties), and the "Triad". Call centers in Asheville and the Triangle became operational with 211 services in May, 2001; the call center in Central North Carolina began offering operational 211 service in July, 2001, and the call center in the Triad began offering operational 211 service in February 2002. Each pilot site is administered by a previously existing United Way I&R service for that area. Each adheres to AIRS standards for database operation and management as well as marketing and general operation standards provided by UWNC. Total costs for pilot site operations average \$500,000.00 per year. Reports for the Asheville and Triad 211 call centers indicated a 45% increase in I&R calls during the months of August and September, 2001.
Major Issues - Project	No major "negative" issues/obstacles have been expressed.
LEC Involvement	BellSouth, Verizon, GTE, Sprint
Tariff	Several tariffs are applied to 211 service in North Carolina, depending upon which LEC is being utilized. See "Rate Structure", "Setup Costs", and "Maintenance Costs" for more information.
Rate Structure	BellSouth: After service establishment charges, no ongoing costs are indicated. Sprint: After service establishment charges, no ongoing costs are indicated.
Setup Costs	BellSouth: Tariffed service establishment charges of \$110.00 per central office activation. Sprint: Tariffed service establishment charges of \$95.74 per central office.
Maintenance Costs	No ongoing costs in the form of per-call rates, flat monthly recurring charges, or any other type are indicated as being incurred by 211 service providers in either of the tariffs filed by BellSouth or Sprint for the provision of 211 service.
Notes - LEC	NCPUC awarded UWNC with the authority to administer 211 assignment in November, 1999 (approximately 9 months before the FCC 211 ruling). As well, NCPUC has provided a number of regulatory policies governing LEC provision of 211 service.

First, NCPUC requires LECs to file tariffs with specific regard to setup costs. Second, NCPUC has ruled that, upon submission of proposed rates for setup and MRCs, the earliest of these will be made the standard required for all LECs (a "precedent cap").

Wireless Development

No substantial steps have yet been taken to provide wireless access to 211 services.

Source(s)

Vivki Elmore, Government relations Director-United Way of North Carolina [update 7/29/02].

Jim Morrison, President – United Way of North Carolina [phone interview 10/22/01]

Central Telephone Company – North Carolina (Sprint). General Subscriber Services Tariff, Section 45 – "211 Service for United Way"; effective August 8, 2000. <<http://www.localbill.sprint.com/tariffs>>

BellSouth – North Carolina. General Subscriber Services Tariff, Section A13.79 – "211 Dialing Service"; effective November 1, 2000. <<http://www.bellsouth.com>>

State	Ohio
Company/Project	211 Ohio Collaborative
Development Leaders	211 Ohio Collaborative / Ohio Council of Information and Referral Providers (OCIRP)
Utilities Commission	Public Utilities Commission of Ohio (PUCO) was petitioned to designate OCIRP as the administrative body for 211 applicants (see "Major Issues - Project" for information regarding the application process for 211 providers).
Involvement	PUCO responded affirmatively to this petition June 21, 2001. PUCO maintains little other role in 211 coordination and implementation, preferring to allow OCIRP and the Collaborative to work with LECs independently. PUCO has stated that statewide tariffs will be required from all involved LECs and has indicated that it will help to resolve any conflicts that arise with regard to LEC negotiations. As well, PUCO's 211 ruling describes time limitations placed upon LECs for 211 implementation once an approved request for service has been made by a 211 call center (see "Notes - LEC" for more information regarding these requirements).
Legislation	No legislation is currently pursued.
System Design	<p>The Collaborative's approach to 211 implementation is designed on a county-by-county designation. The majority of Ohio's 88 counties currently have an entity that provides I & R services, many of which are operated on a 24-hour-a-day, 7-day-a-week basis. Each 211 provider will operate on a county scope, with some providing services for multiple counties as well. Those county-based agencies with specialized, non-comprehensive I&R capability will take steps to ensure more comprehensive coverage. As well, agencies that choose not to provide 24-hour service for their county will be required to either expand coverage or contract with a 24-hour I&R provider to receive "off-hours" calls. 24-hour call centers covering more than one county will identify a caller's location by zip code and will tailor referrals accordingly. As some counties currently have no I&R providers, and others have several potential candidates, the process of implementation will be phased in over time. A three-stage implementation process is planned.</p> <p>In the first stage (expected to become operational in the Fall of 2002), those areas already meeting, or able to meet national standards will become operational (approximately 16 call centers serving 29 counties are included in this group).</p> <p>The second stage involves existing I&Rs who need development (funding, infrastructure development, etc.) in order to comply with standards. Once these I&Rs reach compliance, they will become 211 call centers.</p> <p>The third and final stage involves communities which have expressed interest in 211 service, but which do not have substantial I&R infrastructure. These communities will be aided in developing I&R call centers for eventual 211 service.</p>
Databases	Since 211 call centers will operate on a county-by-county basis, few database decisions have been made on a state level. AIRS taxonomic standards will be adhered to, and "shareability" will be maintained for those call centers covering more than one county or providing off-hours services for other agencies. Many currently-operating comprehensive I&R services already have established database resources, and these will mainly be retained. Other agencies will be required to decide themselves the best route taken to providing comprehensive service and AIRS standards compliance, etc.
Notes - Project	The 211 Ohio Collaborative consists of 28 member agencies, most of which are I&R providers of varying specializations and scopes. The Collaborative includes agencies ranging from local services on aging or mental health to various United Way organizations to

currently operating I&R call centers (InfoLine, HelpLink, etc.) serving a total population of approximately 7.7 million. Combined, these agencies received a total of 754,502 I&R calls in 1999. "The . . . Collaborative estimates that the total number of calls accepted by community based I&R services (including those that are not currently members of the Collaborative) is approximately 850,000-900,000 a year." The Collaborative was formed in 1999 as part of the Ohio Council of Information and Referral Providers (OCIRP). Founded in 1978, OCIRP provides guidance on standards for the delivery of I&R services and provides support to service agencies. OCIRP administers applications from agencies that wish to provide 211 services and provides standards oversight and guidance among those providers.

Major Issues - Project

As OCIRP is designated as the coordinating body for 211 activities in Ohio, it requires interested organizations to complete an application prior to being approved as a 211 call center. In order to avoid potential conflicts in which more than one agency wishes to serve as the 211 call center in a service area, the applying agency will be required to demonstrate community support for its designation as the 211 provider. This will be accomplished via the candidate agencies soliciting letters of recommendation from various representative community bodies (for example: city councils, county commissioners, area social service agencies, local library systems, etc.). If a candidate agency enlists the support of 80% of a given list of community bodies, that agency is granted approval over any "competitors".

LEC Involvement

Ameritech, Verizon, Cincinnati Bell, Sprint, Alltel

Tariff

Varies depending on LEC: Tariffs currently approved as of July 23, 2002

LEC	Per 211 Call Center	Charge per Central Office	Exchange Exclusion Charge	No. Change Charge
Sprint		\$115	\$225	\$ 22.65
Verizon	\$495	\$116		
AllTel		\$500		
Columbus Grove	\$20	\$115	n/a	\$20
Orwell	\$20	\$115	\$225	\$20
Frontier	none	none	none	none

Rate Structure

Due to the selected system design (namely, a county-by-county designation), routing will be achieved with direct 211-to-local-7 or 10 digit-number translation, thereby eliminating, in most cases, any costs with regard to maintenance of toll-free-800 service, etc.

Setup Costs

Varies dramatically depending upon the 211 Call Center and the number of LEC Central Offices and the requirements of the LECs tariffs.

Maintenance Costs

As of July 23, 2002, all approved tariffs have excluded any ongoing reoccurring charges for 211 service except for requested number changes.

Notes - LEC

The PUCO 211 ruling provided timeline limitations for LECs to provide operational 211 service once a request has been filed from an approved 211 service provider. In this ruling, LECs have 30 days to provide operational 211 service upon request if a 211 tariff is in place. If a tariff has not yet been filed, a LEC has 30 days to file, upon which the LEC then has 30 days to provide 211 service. Not all LECs have established rate structures/costs, setup costs, and other aspects of 211 operation. The Ohio Telecommunications Industry Association (OTIA) currently has no representation on the 211 Ohio Collaborative, though the Collaborative has met with OTIA representatives on several occasions. Most major LECs have approved tariffs except SBC/Ameritech which is expected to file in July or August 2002.

Major Issues - LEC

The Collaborative and LECs have met with the PUCO on an ongoing basis to discuss pricing and installation timeline issues. The larger LECs cite complexity of the implementation process. The Collaborative has been successful in working with most of these larger LECs to reach agreements on reasonable tariff costs. The Collaborative and SBC/Ameritech are continuing efforts to reach some agreement on pricing. Smaller LECs do not face the same system complexities as their larger counterparts and anticipate a relatively smooth, inexpensive transition to 211.

Wireless Development

No substantial contact has yet been made with wireless service providers.

Sources

Richard Stahl, Coordinator - 211 Ohio Collaborative [updated 7/28/02]
<http://www.211ohio.net>

State	Oklahoma
Company/Project	Tulsa Helpline 2-1-1
Development Leaders	Community Service Council of Greater Tulsa (CSC), United Way, 211 Advisory Committee
Utilities Commission	The Oklahoma Corporation Commission (OCC) has directed Tulsa Helpline to negotiate directly with the telephone providers.
Legislation	On May 24, 2002, the Oklahoma State Senate passed a resolution expressing its support for the Tulsa 211 Helpline and recognizing the Tulsa Initiative as a unique opportunity to test the workability to 211 for implementation statewide.
System Design	Centralized. A single call center will provide service to a 6 county area surrounding Tulsa for the pilot project.
Databases	CSC HelpLine currently uses an IRis database covering approximately 350 agencies and 2,000 programs. This database is available on the World Wide Web.
Notes - Project	<p>The Community Service Council of Greater Tulsa (CSC) has provided crisis hotline services since 1969 for the greater Tulsa area, serving three counties with a population of approximately 450-500,000. CSC operates Helpline as a comprehensive I&R service/crisis intervention hotline with partial funding from United Way.</p> <p>The 211 Advisory Committee was officially formed in July, 2001 with venture grant funding from the United Way and includes representatives from CSC Helpline, United Way, the Mental Health Association, Organization for the Disabled, 911 Emergency Services, Senior Services Programming, the Chamber of Commerce, etc. The Committee has formed a "professional collaborative committee", consisting of staff from area I&Rs, the Department of Human Services, 911 Emergency Services and other appropriate agencies.</p>
Major Issues - Project	We are currently meeting with state departments of government seeking public and financial support for the 211 initiative.
LEC Involvement	SBC has informed us that by early August they will have the necessary information that we have requested in order to enter into negotiations with them.
Tariff	None yet submitted
Rate Structure	Unknown
Setup Costs	Unknown
Maintenance Costs	Unknown
Notes - LEC	SBC has indicated that April, 2002 was the target date to negotiate a contract with Tulsa Helpline 2-1-1.
Wireless Development	No substantial contact has yet been made with wireless service providers.

[REDACTED]

David Bernstein - Helpline 2-1-1 [phone interview 7/31/01] [updated 2/5/02] [updated
7/18/02]
<dbernstein@cactusa.org>
<<http://www.cactusa.org>>

State	Oregon
Company/Project	Oregon 211 (OR211) Coalition
Development Leaders	OR211 Coalition
Utilities Commission	The Oregon Public Utilities Commission has indicated that, because it has no authority specifically delegated to it by the FCC 211 ruling, it will function primarily in a guiding and facilitative capacity with regard to 211 implementation.
Legislation	<p>Oregon House Bill 3886 was introduced in the 2001 regular session of the Oregon State Legislature, and was left "in committee" upon the session's adjournment. The measure would have required the Oregon Department of Human Services to "...establish, maintain, and publicize a network of regional social service information and referral centers serving all areas of the state."* The I&R network was to have utilized the 211 dialing code for access to the system and funding appropriations were to be included. The Bill was, according to OR211 representatives, not "ideal" in that 211 implementation would have fallen under the aegis of the state. It was, however, useful in creating heightened awareness among lawmakers regarding I&R functioning and requirements.</p> <p>* - Oregon State Legislature. "House Bill 3886 – 2001 Legislative Session".</p>
System Design	No specific decision have yet been made regarding system design, though it seems likely that some form of the "Decentralized" model will be followed [see "Notes – Project for more information].
Databases	No specific decision have yet been made regarding database usage for a statewide system [see "Notes – Project for more information].
Notes - Project	<p>- The OR211 Coalition was formed in October, 2000 as a means to facilitate 211 implementation for the state. OR211 consists of representatives from a wide variety of agencies: comprehensive and specialized I&R providers, state departments and agencies (Corrections, Human Services, Housing and Community Services, etc.), county-based health and human service agencies and I&R providers, not-for-profit service agencies, etc.</p> <p>- OR211 has formed several sub-committees, including Data Collection & Management, Organization, etc. A Steering Committee was formed in Fall, 2001. As of January 2002 the Coalition is awaiting the report of the Organization Committee that was charged with recommending an organizational and decision-making structure for the Coalition. The Coalition has expressed a desire to not become an individual service provider but rather serve as an informational and technical resource for members. The Coalition is attempting to position itself to apply for any federal funding opportunities that may arise as a result of national 211 Collaborative efforts.</p> <p>-As of July 2002, OR211 has formed a Steering Committee consisting of key stakeholders that is meeting monthly to develop an implementation schedule and timeline. The group is pursuing an Executive Order from the Governor to establish the legitimacy of the Coalition. OR211 expects to have the order signed by the end of summer.</p> <p>-OR211 is tentatively discussing a joint implementation effort with the Washington group as several large Northwest Foundations are suggesting they would look favorably on such a proposal.</p> <p>-The United Way of Columbia Williamette serves three counties in the Portland Metro area and has set aside funding to hire a 211 Coordinator to work with the tri-county providers of I&R to implement 211 in that area. They have also set aside funds to assist with implementation. This initiative will likely result in Portland having service in the next 12-18 months.</p>

LEC Involvement	Qwest
Tariff	A Qwest tariff specifically describing 211 services became effective June 29, 2001.
Rate Structure	After service establishment charges, a tariffed per-call charge is incurred by the 211 service provider.
Setup Costs	Tariffed service establishment charges of \$300.00 per point-to number plus central office translation programming fees of \$95.00 per central office.
Maintenance Costs	A per-call rate of \$.05 will be incurred by the 211 service provider.
Notes - LEC	In August, the Steering Committee will be meeting with representatives from the phone companies to get their comment and input on system design consideration and other factors.
Source(s)	George Grosch, I&R Specialist – Benton County I&R [phone interview 8/13/01] [updated 1/28/02] [updated 7/10/02] Qwest Corporation - Oregon, Exchange and Network Services Catalog, Section 10.11.3, "N11 Service", effective June 29, 2001. < http://www.qwest.com > Oregon State Legislature. "House Bill 3886 – 2001 Legislative Session". < http://www.leg.state.or.us/01reg/measures/hb3800.dir/hb3886.intro.html >

State	Pennsylvania
Company/Project	United Way of Pennsylvania
Development Leaders	United Way of Pennsylvania, Pennsylvania Association for Information and Referral (PAIR)
Utilities Commission	Development leaders have briefed the Pennsylvania Public Utilities Commission (PPUC), however PPUC has not taken a formal role in the development of 211.
Legislation	Two pieces of legislation were introduced in May 2002. Pennsylvania House Resolution 584 calls for more specific announcements from the FCC about the 211 ruling. Pennsylvania House Bill 2671 defines standards for 211 and names members of the 211 collaborative.
System Design	No specific decisions have yet been made regarding system design, though members of the Models Committee have recommended a decentralized model with 6-8 regional call centers.
Databases	No decision at this time
Notes - Project	None
LEC Involvement	Verizon and Sprint, the two major telephone companies in Pennsylvania, are represented by senior officials on the collaborative.
Tariff	Sprint filed a proposed tariff.
Rate Structure	Unknown
Setup Costs	Unknown
Maintenance Costs	Unknown
Notes - LEC	Both Sprint and Verizon have been supportive of Pennsylvania's efforts to implement 211.
Wireless Development	The Collaborative recognizes that wireless access to 211 is a real issue, and is reviewing cost and other issues.
Source(s)	Tom Foley, President, United Way Pennsylvania [phone interview 7/10/02]

State	Rhode Island
Company/Project	Travelers Aid / Helpline/United Way
Development Leaders	Travelers Aid of Rhode Island (TARI)
Utilities Commission	The Rhode Island Public Utilities Commission (RIPUC) may aid in LEC negotiations. While a "good rapport" has been established between TARI and RIPUC, the Commission has opted to take a fairly minor role in 211 development.
System Design	Centralized. A single call center will handle calls statewide 24-hours a day year-round.
Databases	Statewide database functions will be handled at the centralized call center. 1,520 services and agencies will be represented. Hopes to make database information available on the Web are expressed.
Notes - Project	The Traveler's Aid of Rhode Island (TARI) operates the state's only 24-hour comprehensive statewide I&R. 35 specialized I&Rs operate throughout the state, serving a total population of approximately 1.2 million. TARI currently handles approximately 40,000 transactions annually. 211 operation will be partially funded through legislative appropriations.
Major Issues - Project	TARI submitted an application to RIPUC for provision of 211 service in May, 1999. With support from a number of major entities (Department of Human Services, United Way, Rhode Island Lottery Commission, etc.), TARI/United Way is attempting to create a coalition of I&R providers to overcome difficulties and develop 211. It is hoped that a cooperative group will be formed by October, 2002. This group will work to present a more unified face to both RIPUC and the LEC community in the interest of demonstrating the legitimacy both of 211 as a community-building tool.
LEC Involvement	Verizon, Cox Communications
Tariff	None yet proposed.
Rate Structure	Unknown.
Setup Costs	Unknown.
Maintenance Costs	Unknown.
Notes - LEC	Due to the relatively early stage of 211 development in Rhode Island, little specific information regarding LEC costs and issues is available.
Major Issues - LEC	A "certain reluctance" has been detected in Verizon's negotiations with TARI. Without a standardized basis for judging between competitive I&Rs, Verizon feels that it is subject to potential suit action from competitive I&Rs and has asked for letters of support for TARI from state bodies and the social service community to aid in decisions. Letters were provided, but the project was still not accepted.
Wireless Development	Due to the relatively early stage of 211 development in Rhode Island, few issues pertaining to wireless 211 access have been identified.

Source(s)

Christina Amedeo, Travelers Aid Society of Rhode Island [phone interview 3/21/01][transcript of presentation given to 211 representatives in New Hampshire, submitted 3/9/01 by Larry Singlais] [updated 7/18/01] [updated 7/28/02]

State	South Carolina
Company/Project	United Way 211
Development Leaders	United Way of the Midlands, United Way of South Carolina, etc.
System Design	Centralized. A single call center handles 211 calls for a four-county area (Richland, Lexington, Newbury, and Fairfield counties) around Columbia, South Carolina.
Databases	United Way 211 uses an IRis database containing entries on approximately 830 agencies and 1,800 programs. This database can be accessed via the World Wide Web.
Notes - Project	<p>- United Way 211 consists of a 24-hour comprehensive I&R service that, having provided service to a population of approximately 500,000 in the Columbia area for 25 years under the name "HelpLine," merged with United Way of the Midlands in Fall, 2000. United Way 211 began offering provisional operational 211 services in June, 2001. A testing period lasted until October, 2001, when fully operational 211 services were made available. United Way 211 may expand its service region in the future to include Florence County.</p> <p>- HelpLine received approximately 4,000 calls in 2000 (prior to 211 implementation). United Way 211 expects to receive approximately 11,000 calls by the end of 2001.</p> <p>- A statewide collaborative group to facilitate 211 implementation on a broader basis may be formed by the end of 2001, possibly under the guidance of United Way of South Carolina.</p>
LEC Involvement	BellSouth. Alltel.
Tariff	<p>BellSouth: A tariff specifically designed for 211 service was submitted and became effective January 10, 2001.</p> <p>Alltel: A tariff specifically designed for 211 service was submitted and became effective August 1, 2001.</p>
Rate Structure	<p>BellSouth: After service establishment charges, no Monthly Recurring Charges are required.</p> <p>Alltel: After service establishment charges, no Monthly Recurring Charges are required.</p>
Setup Costs	<p>BellSouth: Tariffed service establishment charges of \$389.90 per Basic Local Calling Area, plus \$150.00 per central office activation. Total BellSouth charges for service establishment in the Columbia area consisted of a \$2,700.00 fee for the programming of 18 central offices plus the \$389.90 fee per Basic Local Calling Area.</p> <p>Alltel: Following the content of the BellSouth 211 tariff, a service establishment charge of \$389.90 per basic Local Calling Area plus \$150.00 per central office activation.</p>
Maintenance Costs	No Monthly Recurring Charges or other ongoing fees are indicated in the tariffs applied by either BellSouth or Alltel.
Wireless Development	No substantial inquiries have yet been made regarding wireless access to 211.
Source(s)	<p>Lisa Simmons, Director I&R Resources – United Way 211 [phone interview 8/9/01]</p> <p>BellSouth – South Carolina. "General Subscriber Service Tariff - A13.79 211 Dialing Service"; effective January 10, 2000</p> <p>Alltel South Carolina, Inc. "General Subscriber Services Tariff – Section 17, Abbreviated Dialing"; effective August 1, 2001</p>

State	South Carolina (Aiken County)
Company/Project	Aiken County HELP LINE, Aiken211
Development Leaders	Aiken County HELP LINE, United Way of Aiken County
System Design	Centralized. A single call center handles 211 calls for Aiken County
Databases	Aiken211 uses a paper database of 420 agencies and programs. The database is available in decision tree format (by Bowman Systems of La.) at www.aiken211.org . Iris 3.0 has been purchased.
Notes - Project	<ul style="list-style-type: none"> - Aiken211 consists of a 24-hour comprehensive crises intervention and I&R service that serves a population of 145,000. The HELP LINE has served the area since 1978. Aiken211 launched in June 2002 with plans to expand to neighboring counties as funds are available. - Simultaneously launched www.aiken211.org - HelpLine received 5618 calls in 2001.
LEC Involvement	BellSouth, Verizon, Pond Branch
Tariff	<p>BellSouth: A tariff specifically designed for 211 service was submitted and became effective January 10, 2001.</p> <p>Pond Branch received the same tariff in 2001 and Verizon has applied.</p>
Rate Structure	<p>BellSouth: After service establishment charges, no Monthly Recurring Charges are required. Pond Branch is same as above. Awaiting word from Verizon.</p>
Setup Costs	<p>BellSouth: Tariffed service establishment charges of \$389.90 per Basic Local Calling Area, plus \$150.00 per central office activation. Total BellSouth charges for service establishment in the Aiken area was \$4346.44. Pond Branch was \$564.66</p>
Maintenance Costs	No Monthly Recurring Charges or other ongoing fees are indicated in the tariffs applied by either BellSouth or Pond Branch, awaiting Verizon.
Wireless Development	No substantial inquiries have yet been made regarding wireless access to 211.
Source(s)	<p>Cam Varner, Executive Director, Aiken County HELP LINE. [emal submission 7/15/02] (803) 641-4143</p>

State	South Dakota
Company/Project	Help!Line Center
Development Leaders	Help!Line Center
Utilities Commission	The South Dakota Public Utilities Commission (PUC) has been characterized as "neutral" regarding 211 implementation. Help!Line Center filed with PUC for designation of 211 for community information and referral services prior to the FCC ruling of July, 2000. The FCC ruling superseded any subsequent PUC rulings for the state.
Legislation	No legislation is currently pursued.
System Design	Centralized. Help!Line Center provides 211 services to the Sioux Falls area. Few specific decisions have been made on a statewide basis regarding system design, though Help!Line Center is exploring methods of expanding its service area.
Databases	Help!Line Center uses an IRis database containing approximately 2,500 resources.
Notes - Project	<p>- Help!Line Center operates a group of service lines including Help!Line 24-hour crisis and I&R hotline, a Child Care Help!Line, a Volunteer Help!Line, as well as a Big Brothers/Big Sisters community service. Help!Line Center was established in the mid-1970s and services a population of approximately 160,000 in the Sioux Falls area. Help!Line Center receives approximately 23,000 inquiries annually.</p> <p>- Help!Line Center began active pursuit of 211 implementation in early 2000 and began offering 211 service in the Sioux Falls area in October, 2001.</p>
LEC Involvement	Qwest
Tariff	Qwest issued a tariff proposal for N11 service June 11, 2001. This tariff called for service establishment charges of \$300.00 per point-to number and central office activation charges of \$95.00 per switch programmed. As well, the tariff required a per-call rate of \$.05 (Qwest Corporation. Exchange and Network Services Catalog - 10.11.3 "N11 Service". Issued June 11, 2001). This tariff was later withdrawn and Help!Line Center entered a contractual agreement with Qwest for the provision of 211 services. The pricing terms of this contract are confidential.
Rate Structure	Unknown (confidential)
Setup Costs	Unknown (confidential)
Maintenance Costs	Unknown (confidential)
Wireless Development	Wireless access to 211 is available in the Sioux Falls area for customers of Sprint PCS and Unitel.
Source(s)	Janet Kittams-Lalley - Help!Line Center [phone interview 8/8/01] [updated 1/18/02] [updated 7/29/02] < http://www.helplinecenter.org >

State	Tennessee (Knoxville)
Company/Project	211 / Knoxville I&R, Inc.
Development Leaders	Knoxville Information and Referral, Inc.
Utilities Commission Involvement	The Tennessee Regulatory Authority (TRA) is separate from full utilities regulation and deals with telephone issues. TRA administers applications for 211 service providers.
Legislation	No legislation has yet been pursued.
System Design	Centralized. A single call center handles inquiries for Knox County (with expansion plans to include a nine county area). 2 call specialists staff the office at a time to provide 24/7 coverage.
Databases	211 uses Centaurus, a server-based database designed generally for medical applications. This db is not recommended for I&R purposes, as full taxonomic compliance and "searchability" are difficult to achieve. The database was selected by Knoxville I&R, Inc.'s board of directors, none of whom had previous experience with I&R. 608 agencies and services are included in the database (as of 02/05/01), a number which grows on a weekly basis. One full-time employee researches services, provides updates, and will continue in quarterly updates until the database grows to a point at which frequent updates become impossible. Standard Infoline/AIRS taxonomy is used.
Notes - Project	211 is operated by Knoxville Information and Referral, Inc., is a "stand-alone" agency in partnership with United Way, and is the only 211 service in Tennessee. 211 became operational in July, 2000 and serves a population of approximately 350,000. The call center handles approximately 50-60 referrals each day, with monthly totals increasing with time (1,508 referrals in January, 2001; 1,162 in December, 2000; 908 in November, 2000). Similar systems are planned in Nashville, Memphis, and Chattanooga, though Nashville is the only area from which an application to provide 211 service has been submitted to TRA.
Major Issues - Project	211 has faced opposition on a number of fronts. Among the most pointed came from the local domestic violence center, the Contact Crisis Center (a telephone counseling and I&R service), and the local senior citizens I&R service (which maintains its own referral database). Concerns voiced from the first two included doubts that 211's call specialists would be able to handle the difficult counseling protocols utilized in these services. The latter service feared that it would be rendered redundant by a comprehensive I&R provider. To deal with these concerns, 211 hosts large monthly meetings for service agencies which focus on inter-agency communication and trust-building (referral statistics are shared, taxonomic terms are shared and refined as they apply to local services, one agency is highlighted for a profile each month, etc.). 211 finds that such meetings are effective in engendering trust among the community of service agencies.
LEC Involvement	BellSouth, Frontier
Tariff	The original BellSouth tariff required a \$30,000 fee for setup (switches translate 211 to toll-free) and a \$1,600/month MRC to be paid after the first six months of operation. A tariff to be applied to the other areas under proposed 211 implementation will require a \$3,000 setup fee with an unknown recurring monthly rate to be paid immediately upon operation.

Rate Structure	Tariffed flat rate recurring monthly (see Tariff).
Setup Costs	See Tariff.
Maintenance Costs	Included in recurring monthly rate.
Notes - LEC	BellSouth has stated that no statewide implementation is possible for Tennessee. Therefore, local operation of 211 services is required in various population centers.
Major Issues – LEC	See Notes-LEC.
Wireless Development	Wireless access to 211 is available for customers of Cricket Communications and US cellular in the Knoxville area. Negotiations are proceeding with Cingular and SunCom.
Source(s)	Charlie Gray, Board Chair [updated 7/31/02]

State	Texas
Company/Project	Texas Health and Human Services Commission (HHSC) / Texas Information and Referral Network (TIRN)
Development Leaders	Texas Information and Referral Network (TIRN), Area Information Centers
Utilities Commission	The Texas Public Utilities Commission (PUC) amended its original language and adopted a new N11 rule affecting 211 implementation March 20, 2001. This ruling designates the Texas Health and Human Services Commission as the administrative body for 211 development in Texas. In May 2002, PUC opened an implementation project to work with TIRN and LECs, payphone providers and CLECs in deciding the rates for 2-1-1 translation charges. Project #25681 is intended to facilitate rate and facility agreement through an informal process.
System Design	<p>- Decentralized: Statewide 211 services will be provided by 25 Area Information Centers (AICs), each of which provides standardized, high-quality I&R for a multi-county area. The Texas I&R Network currently consists of 23 AICs connected to the Finding Help in Texas Internet system. The remaining 2 AICs will connect to the Internet system in 2003. AICs consist of previously existing community based I&R service providers, which often enhance and update their capabilities in order to reach full TIRN compliance.</p> <p>-TIRN is implementing a VoIP system for the delivery of 2-1-1 calls in the state of Texas. The system will take a call translated by the LEC CO and change to a digital signal that will be transported over a Virtual Private Network. This type of system will add many features and benefits only available in a converged network of services, email, e-learning, voice mail, voice recording, web chat and others.</p>
Databases	<p>- Regional Databases are maintained by AICs and are combined into a centralized, statewide Internet "clearinghouse" database. AICs will carry responsibility for updating their "section" of the statewide database, which will be the basis for "rollover" I&R services. AICs will maintain their own in-house database facilities for regional service needs.</p> <p>- The Internet system, Finding Help in Texas is operational at <http://www.helpintexas.com>. 23 of the AICs currently have data in the system. The additional 2 will provide data in 2003.</p>
Notes - Project	<p>- The Texas Information and Referral Network is a public-private partnership organization led by bodies including the Texas Health and Human Services Commission, United Way, Texas AIRS, etc. TIRN was formed as a means of linking the vast I&R resources in Texas in the hopes of providing greater efficiency and delivery of high standards for I&R services.</p> <p>- Funding was received in the 2001 legislative session for telecommunications infrastructure and partial funding of the 211 call center operations. Implementation of 14 AICs will begin in September 2002. The remaining 11 will implement beginning in September 2003.</p>
LEC Involvement	SBC, Verizon, Texas Telephone Association, Texas Statewide telephone Cooperative and others.
Tariff	No tariff proposed. Recurring and non-recurring costs negotiated informally through the PUC.
Rate Structure	Agreed to rates with Verizon, SBC and smaller telcos. 8YY calls provided by SBC at \$0.028 per minute.
Setup Costs	Verizon-\$358 per host CO for AIN