



May 23, 2007

Marlene H. Dortch, Commission's Secretary
Federal Communications Commission
445 12th Street, SW, Room TW-A325
Washington, DC 20554

JUN 06 2007

Subject: Designation of 2-1-1 and 5-1-1 as abbreviated dialing codes
CC Docket NO. 92- 105

United Way for Southeastern Michigan 2-1-1 hereby submits its Reply Comments to Public Notice DA 07-2017, released May 7, 2007. The Public Notice requested comments on the status of implementation of the 211 and 511 Dialing Codes. Further, the Public Notice requested comments on actions the Commission should take if these Dialing Codes are not widely used. United Way for Southeastern Michigan 2-1-1 is limiting its comments to the status of 2-1-1 service in Michigan.

United Way for Southeastern Michigan 2-1-1 employs 20 employees. Since December 2005, 2-1-1 has provided service to Wayne, Oakland, and Macomb counties reaching a population of approximately 4.1 million. The database used for making referrals has listings over 7000 service providers. In 2006 our 2-1-1 Call Center received 109,000 calls. The most common reasons individuals and families call United Way for Southeastern Michigan 2-1-1 are for utility, housing, and food assistance.

United Way for Southeastern Michigan 2-1-1 has worked closely with The Department of Human Services, Legal Aid & Defender and the Salvation Army. These community partners devoted significant time and resources to implementing and operating 2-1-1 service to ease access for people in need of information about health and human services. We are confident that the Commission will find that the public is well served by the use of 2-1-1 service. We respectfully request the continuing support of the Commission for the 2-1-1 Dialing Code. Also, that the Commission uses its' authority to facilitate more widespread use of the 2-1-1 service.

Sincerely,

Bill Sullivan,
Operations Manager



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Sincerely,

Bill Sullivan,
Operations Manager

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May 31, 2007

Marlene H. Dortch, Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, DC 20554

MAY 08 2007

Subject: Designation of 2-1-1 and 5-1-1 as abbreviated dialing codes
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United Way of Asheville and Buncombe County hereby submits its Reply Comments to Public Notice DA 07-2017, released May 7, 2007. The Public Notice requested comments on the status of implementation of the 211 and 511 Dialing Codes. Further, the Public Notice requested comments on actions the Commission should take if these Dialing Codes are not widely used. United Way of Asheville and Buncombe County is limiting its comments to the status of 2-1-1 service provided by United Way's 2-1-1 of Western North Carolina.

United Way's 2-1-1 of WNC is a community service information line that utilizes an easy-to-remember 3-digit phone number to link people to health and human services. We serve four counties, reaching an estimated population of 371,342. Our 2-1-1 call center is a 24/7 "one stop shop" that cuts through the red tape by helping people get connected to services such as housing, food, transportation, medicine, support groups, money management training, legal assistance, counseling, education, and other essential services. In 2006, our 2-1-1 call center handled 55,695 calls.

In addition to everyday information and referral, 2-1-1 also provides vital emergency services, especially in times of natural disaster. Our normally busy call center became even busier during Hurricanes Frances and Ivan in 2004. That September, we experienced a 60% increase in call volume as a result of the disaster. 2-1-1 provided callers with disaster-related information about road conditions, public safety, disaster shelters, utility outages (electricity and water), water distribution sites, drinking water safety, food safety after a power outage, Food Stamp replacements, FEMA claims, and more.

We respectfully request that the Commission find the public is well-served by the use of 2-1-1, that the Commission continue to support the 2-1-1 Dialing Code for this purpose, and that the Commission use its authority to facilitate more widespread use of this service.

Sincerely,

David D. Bailey

David D. Bailey
President and CEO

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United Way of Asheville
and Buncombe County



May 31, 2007

Marlene H. Dortch, Commission's Secretary
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REC-11
MAY 30 6 2007
FEDERAL COMMUNICATIONS COMMISSION

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Sincerely,

David D. Bailey
President and CEO

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Amanda L. Stone
Chris Young



Affiliated with

CONTACT USA

CONTACT Ministries, Inc.

CONTACT 2-1-1

P.O. Box 1403

Johnson City, TN 37605

Phone: 423-926-0144

Dwight M. MacPherson,
Executive Director



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CONTACT Ministries, Inc. hereby submits its Reply Comments to Public Notice DA 07-2017, released May 7, 2007. The Public Notice requested comments on the status of implementation of the 211 and 511 Dialing Codes. Further, the Public Notice requested comments on actions the Commission should take if these Dialing Codes are not widely used. **CONTACT Ministries, Inc.** is limiting its comments to the status of 2-1-1 service in Tennessee.

CONTACT Ministries, Inc. utilizes approximately 25 trained volunteers and employs one full-time and two part-time employees and since July of 2006 has provided 2-1-1 service to Carter, Greene, Unicoi and Washington Counties reaching a population of 254,000. The database of service providers used for making referrals has listings for over 500 agencies & programs in the area we serve. In 2006 our 2-1-1 call center received 1,727 calls specifically for Information & Referral. In the first four months of 2007, we have already received 716 calls.

The most common reasons clients give for calling **CONTACT Ministries** are needing assistance with basic needs (assistance with utility bills, food, clothing, etc), information on emergency housing, domestic violence shelters, rape crisis centers and assistance for the elderly (either by a care giver or the elderly person themselves. One caller, that was the sole caregiver for his elderly mother, was on the verge of suicide as the burden had become so unbearable without any help or assistance. We were able to give him information on several agencies that could provide help and assistance in the care of his mother. He later called and thanked us for the information and basically told us that we had saved his life. The opening statement of many of the calls that we receive start out with "I have called everybody I can think of, and have gone through the telephone book to try to find some help/or information and have hit a brick wall. Can you help me?"

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CONTACT Ministries, Inc. has worked closely with community partners, including First Tennessee Development District on Aging and Disability, Good Samaritan Ministries and the Appalachian Coalition on Homelessness as well as the United Way Agencies of the four counties that we serve, devoting significant time and resources to implementing and operating the 2-1-1 service to ease access for people in need to information about health and human services. We respectfully request that the Commission find the public is well-served by the use of 2-1-1, that the Commission continue to support the 2-1-1 Dialing Code for this purpose, and that the Commission use its' authority to facilitate more widespread use of the service.

Sincerely,

A handwritten signature in cursive script that reads "Dwight MacPherson".

Dwight M. MacPherson,
Executive Director