

PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

**Communications Division
Consumer Programs Branch**

**RESOLUTION T-17580
November 30, 2017**

R E S O L U T I O N

Resolution T-17580. Help Central Inc. Request for certification as the 2-1-1 service provider for Glenn County. By Letter to Executive Director filed on August 11, 2017.

Summary

This resolution grants Help Central Inc., hereinafter referred to as Help Central, a certification to use the 2-1-1 abbreviated dialing code to provide information and referral (I&R) services to the community of Glenn County, by expanding the existing Butte County 2-1-1 service to include Glenn County. Butte/Glenn 2-1-1 will provide immediate public safety impact during non-emergencies, emergencies and disasters such as providing a web-based and call-in information call center addressing public safety 24 hours a day, 7 days a week and will work closely with the Office of Emergency Services to assure that the partnership of 9-1-1 and 2-1-1 is effective. This authority is granted for an indefinite term, and is subject to review upon a letter to the California Public Utilities Commission (CPUC or Commission) showing sufficient grounds to revise or rescind the term.

Background

2-1-1 is the national abbreviated dialing code designated by the Federal Communications Commission to be used to phone non-emergency community I&R providers. Upon dialing 2-1-1, a caller will be routed to a referral service and then to an agency that can provide information concerning social services such as housing assistance, programs to assist with utility bills, food assistance and other less urgent situations not currently addressed by either 9-1-1 or 3-1-1 services.

On January 23, 2002, the CPUC instituted Rulemaking (R.) 02-01-025 into the implementation of 2-1-1 dialing in the State of California. In Decision (D.) 03-02-029, the Commission adopted regulatory policies and procedures to implement 2-1-1 dialing.

Included among these policies were guidelines and procedures whereby the Commission can certify I&R providers as eligible to purchase network telephone service that will enable them to receive calls from those who dial 2-1-1. Most of the procedures for I&R providers to follow in requesting authority to use the 2-1-1 dialing code are contained in D.03-02-029, Ordering Paragraph 2, quoted below:

2. Information and Referral (I&R) providers seeking authority to provide 2-1-1 service or to establish Regional Technical Centers for routing 2-1-1 calls to I&R service providers in California shall submit a letter to the Executive Director of the Commission approximately nine months before they plan to commence service. The letter shall contain the information detailed in the Service Provider Application Package in Appendix A, shall include a service rollout plan, and shall demonstrate compliance with the guidelines contained in Appendix A to this decision, along with letters of endorsement from community groups as described in Appendix A. The I&R providers shall serve this application letter on the parties to this proceeding on the same day as its submission to the Commission. The Commission shall publish a notice of this letter in its Daily Calendar. We establish a milestone of six months from the initial filing of this application letter for action by the Commission via a resolution resolving any issues. This application letter should be served on the appropriate incumbent local exchange carriers and on all parties to this proceeding.

On August 15, 2017, the Commission's Executive Director received the application letter¹ filed by Help Central requesting certification as the 2-1-1 service provider in Glenn County. On August 11, 2017, Help Central sent copies of its application letter to the R.02-01-025 service list².

¹ The terms "application letter", "letter" and "application" used herein mean the package of materials the prospective I&R provider files with the Commission by letter to the Executive Director, as specified in D.03-02-029, and are not a formal application to the Commission as described in the Commission's Rules of Practice and Procedure.

² On, August 11, 2017, Tara Sullivan-Hames, Executive Director of Help Central, sent an email to all parties on the service list for R.02-01-025, notifying the parties that the application letter is available and accessible on the Help Central website at the link specified in the email.

We remind local exchange carriers of D. 03-02-029, Ordering Paragraph 3, which states “Within four months of the filing of a letter by I&R providers or a regional technical center seeking to initiate 2-1-1 service, the incumbent local exchange carriers serving the territory over which the 2-1-1 service will be offered shall file advice letters to provide the 2-1-1 switch translation services required. Ordering Paragraph 4 states “All other incumbent local carriers serving a territory over which the 2-1-1 service will be offered shall provide the needed switch translation service, but may either concur in the price terms offered by Pacific or Verizon or submit their own cost support information. This filing shall follow that of Pacific or Verizon by no more than 30 days.” Competitive local carriers must comply with Ordering Paragraph 7, which states in part, “Within one month of the filing of an advice letter by incumbent local exchange carriers to offer 2-1-1 switch translation services in a specific area, each competitive local carrier providing services in the affected areas shall submit an advice letter, under General Order 96-A³, demonstrating that it will offer 2-1-1 switch translation service at a reasonable rate to I&R providers on a timetable consistent with their rollout plans.”

We remind payphone service providers of the same decision’s Ordering Paragraph 6, stating in part, “The providers of payphone services in an area in which 2-1-1 service will be offered shall end all non-conforming uses of 2-1-1 service within six months of their filing.” i.e., within six months of the filing of the application letter by the I&R provider.

Senate Bill (SB) 1212 (Authored by California Senator Ben Hueso and sponsored by 211 California)) amends Public Utilities Code Section 280 to authorize the CPUC to expend fund for the one-time costs of \$1.5 million from the California Teleconnect Fund Administrative Committee Fund to facilitate the expansion of 211 service into the currently unserved counties, and to develop a statewide information and referral resource database. SB 1212 directs that, 2-1-1 California⁴, as the 2-1-1 Lead Entity appointed by the CPUC in D. 11-09-016⁵, may apply for use of the designated \$1.5 million fund in the currently unserved counties. Glenn County is one of the unserved counties. SB 1212 was signed into law by the Governor on September 29, 2016.⁶

³ General Order 96-A has since been replaced by General Order 96-B, effective July 1, 2007.

⁴ 2-1-1 California is the statewide network of local 2-1-1 information and referral providers. www.211california.org/.

⁵ <http://docs.cpuc.ca.gov/SearchRes.aspx?DocFormat=ALL&DocID=461818>

⁶ https://leginfo.legislature.ca.gov/faces/billTextClient.xhtml?bill_id=201520160SB1212

Notice/Protests

Help Central confirmed that it mailed a copy of its application letter on August 11, 2017 to SBC Communications, now AT&T, as well as to the service list for R.02-01-025, which includes the appropriate incumbent local exchange carriers.

The Communications Division published notice of Help Central's application letter in the Commission Daily Calendar on August 15 through August 18, 2017, and on August 21, 2017.

In response to the notice, the California Alliance of Information and Referral Services, Inc. (CAIRS) submitted a letter dated October 20, 2017, supporting the request of Help Central to use the 2-1-1 dialing code to serve in Glenn County.

Help Central noted in its application that it has established a toll free 8YY number (charged on a per minute of usage basis) that competitive local exchange carriers may use to route and direct calls to the Help Central 2-1-1 call center, in accordance with D.03-02-029, which adopted procedures and requirements that enable competitive local carriers to implement 2-1-1 call origination via an 8YY number⁷. Help Central's 8YY number has been active since June 2013 when Help Central established 2-1-1 service in Butte County. The number will be available to all phone and exchange carriers as linkage to the Help Center 2-1-1 call center, which will serve both Butte and Glenn Counties.

No other comments were submitted.

Discussion

The following sections detail the information contained in Help Central's application. Help Central's application indicates compliance with the guidelines in Appendix A of D.03-02-029, and demonstrates broad community support for Help Central as the 2-1-1 service provider for Glenn County.

The first section of the prescribed application demonstrates that Help Central has the necessary organizational structure, background and experience to provide 2-1-1 service in Glenn County.

Organizational Structure

Help Central received its 2-1-1 designation from the Commission on June 27, 2013, and thus, has provided 2-1-1 Information and Referral (I&R) services in Butte County since

⁷ D.03-02-029, Ordering Paragraph 5.

2013. The prescribed application requests to expand the existing Butte County 2-1-1 service to include Glenn County, and provide 2-1-1 service for Glenn County through a combined 2-1-1 Butte/Glenn call center. Help Central explained that because Glenn County residents are already eligible for and frequently use many of the community resources in Butte County, the Butte 2-1-1 call center is a natural I&R resource hub for Glenn County residents.

Help Central was incorporated and registered with the California Secretary of State in 2011, and received its 501 (c) (3) non-profit recognition from the United States Internal Revenue Service in 2012. Help Central has been operating under its current business name, Help Central Inc., for six year since its incorporation in 2011. Previously, Help Central was a program of the Private Industry Council of Butte County and the Butte County Department of Employment and Social Services.

Help Central is governed by a Board of Directors comprised of members who reside in Butte County and work for agencies that provide health and human services to the residents of Butte and Glenn Counties, and is recruiting a member who resides in Glenn County. The Board assists Help Central with policy, direction and guidance on 2-1-1 I&R services. Therefore, the Board represents the Butte and Glenn communities in both expertise and experience.

Experience

Help Central has extensive experience providing I&R, and similar health and human services. Help Central has been providing 2-1-1 service for Butte County since June 2013, when it received its 2-1-1 designation from the Commission, and has provided a free public searchable community resource database on the HelpCentral.org website for 14 years using Refer, a 2-1-1 I&R software program that meets and exceeds all Alliance of Information and Referral Services (AIRS) standards for 2-1-1 services. The 24-hour 2-1-1 telephone service, available since 2013, is accessible by phone via voice call or text message in more than 150 languages. Help Central provides telephone and web-based referrals to essential health and human services, including housing and food assistance; mental health, veteran and disability related services; children, youth and family programs; employment and financial supports; as well as transportation services. Help Central's 2-1-1 center also provides enhanced I&R services and support, such as trip planning for public transit riders, low income public housing and food-aid program enrollment assistance, as well as public safety information during emergencies and disasters.

In addition to I&R services, Help Central is also involved with the community through the following activities:

- 1) Help Central has provided extensive training to the general public, government officials, and community-based organizations on using the 2-1-1 telephone service and online searchable database.
- 2) Since 2004, Help Central has produced and published the free, comprehensive “Low Cost, No Cost People Services” guide for Butte County, and has posted other free specialized resource directories on the www.HelpCentral.org website.
- 3) Help Central is active on social media, and conducts several outreach campaigns to communicate community resource information via text messages.
- 4) Most recently, Help Central developed an online searchable database for 2-1-1 service in Glenn County, which is available at www.211Glenn.info.

The two key managers at Help Central have extensive knowledge and experience in providing I&R services.

- 1) Ms. Tara Sullivan-Hames, Help Central Executive Director and Butte 2-1-1 Manager, has 15 years of I&R project management experience. One of her I&R projects is the 2-1-1 Butte County service that she initiated and has operated from 2011 till present. She focuses on developing relationships and partnerships with health and human service entities to promote the goals of 2-1-1 service. Ms. Sullivan-Hames has provided staff trainings at over 90 agencies, and has completed over 100 hours of I&R trainings through AIRS and CAIRS conferences. She currently serves on the CAIRS Board of Directors, and has performed database-related work for 2-1-1 and I&R agencies nationwide. She is also actively engaged in numerous areas of the SB 1212 statewide 2-1-1 California implementation effort.
- 2) Ms. Lynn Haskell, Help Central 2-1-1 Call Center Supervisor, has over 15 years of experience in social service, and public information program management and supervision. Ms. Haskell develops and recommends policies, monitors call center quality, manages staffing, tracks and reports call center data, and participates in local efforts to support the use of 2-1-1.

In addition to the two managers, Help Central has two I&R resource call specialists. Both have completed extensive AIRS trainings on resource database and I&R call standards.

One specialist is bilingual in Spanish and specializes in services for veterans and Latino populations. The other specializes in resources for the homeless, families, and formerly incarcerated individuals.

Financial Background

Help Central provided a three-year budget for 2-1-1 service in both Butte and Glenn Counties. Help Central's budget and financial statements indicate a stable and solvent financial position. It appears Help Central has the appropriate budgetary planning procedures to support 2-1-1 service in Butte and Glenn Counties at current call volumes.

The second section of the prescribed application sets forth the required service conditions that a 2-1-1 service provider must meet. Section 2 of the Help Central application indicates that it does not, and will not, receive fees from referred organizations for referrals, and no fees or charges levied to providers listed in its database. Help Central provides the 2-1-1 service free of charge to callers. The 2-1-1 service is also free of commercials or advertising.

The area of 2-1-1 service relevant to this application is Glenn County. Help Central has been providing 2-1-1 service for Butte County since 2013, and plans to operate 2-1-1 service for both Butte and Glenn Counties as a combined 2-1-1 Butte/Glenn resource center.

Help Central's trained I&R specialists will answer each 2-1-1 call with live help to assist callers with their needs during business hours. Help Central has contracted with 2-1-1 Nevada to provide live 2-1-1 service during after-hours. Help Central's 2-1-1 Butte/Glenn call center, along with 2-1-1 Nevada, will provide live 2-1-1 service for Butte and Glenn County residents 24 hours a day, 7 days a week, regardless of language or disability.

Glenn County's population consists of 41% Hispanic, and 36 % of the county's population speaks a language other than English at home. Callers who do not speak English will be assisted by a bilingual I&R Specialist, or through Language Line, a subscribed interpretation service that provides translation by phone via live staff in over 150 languages. One 2-1-1 Butte/Glenn call center specialist, and one 2-1-1 Nevada after-hours I&R specialist are bilingual in Spanish.

Both Help Central and 2-1-1 Nevada maintain a dedicated Telecommunications Device for the Deaf (TDD) phone line, which will be used for providing 2-1-1 call center service. I&R Specialists are trained to assist disabled callers using the teletypewriter (TTY) machine, as well as callers using California Relay Service.

In the third section of the prescribed application, the applicant must demonstrate that it understands and agrees to adhere to the standards for delivery of I&R services established by the AIRS. Help Central has adopted quality monitoring protocol based on AIRS standards and 2-1-1 California recommended best practices. AIRS' guidelines are the basis for the service delivery standards associated with use of the 2-1-1 dialing code as specified by the CPUC Decision 03-02-029. Help Central's application includes descriptions of its policies in the areas of call assessment and follow-up, confidentiality, database standards, disaster readiness, reports and measures, cooperative relationships, training, marketing and program evaluation.

Service Delivery Standards

Help Central and 2-1-1 Nevada will operate according to the AIRS standards. I&R staff will receive in-person training by call specialists at 2-1-1 Sacramento. The I&R staff who serve Glenn County will obtain AIRS certification as Certified Resource Specialist and Certified I&R Specialist within the first year of 2-1-1 service operation in Glenn County.

Information and Referral Resource File Standards

Help Central will use the Refer software for the combined 2-1-1 Butte/Glenn database. Help central will ensure that a comprehensive, AIRS-compliant database is developed to include information on local Butte and Glenn County resources, as well as state and national health and social services, and that it remains accurate, up-to-date and complete. The database of community services will be maintained and updated annually according to the AIRS I&R Resource File Standards.

The Butte/Glenn 2-1-1 database is organized and maintained using the AIRS/Info Line of Los Angeles Taxonomy of Human Services. The 2-1-1 Butte/Glenn database will be developed by integrating Glenn County I&R resources into the existing 2-1-1 Butte database, which has been using the AIRS/Info Line Taxonomy for 14 years.

Butte/Glenn 2-1-1 and 2-1-1 Nevada will ensure that they meet the AIRS standards for confidentiality. The I&R call center space is lockable, and is equipped with lockable filing cabinets and password-protected computer terminals. The client information database has several layers of security and password protection. Client records are not shared outside of the agency. All 2-1-1 Butte/Glenn and 2-1-1 Nevada staff are required to sign a confidentiality agreement upon hiring.

The 2-1-1 Butte/Glenn policy that details the criteria for inclusion/exclusion in the resource database base on the AIRS standards is posted on the Help Central website. 2-1-1 Butte/Glenn will use a standardized profile and checklist to collect data regarding all agencies and programs that qualify for inclusion in the resource database.

Safety Considerations

Information and Referral Disaster Standards

2-1-1 Butte/Glenn will provide services that promote and have an immediate positive impact on public safety during emergencies and disasters. Help Central has an existing disaster plan for 2-1-1 Butte since 2013, and will develop a disaster plan for the new 2-1-1 service in Glenn County. The new 2-1-1 service for Glenn County will be integrated into Glenn County's Emergency public Information (EPI) system, which will be available during disasters to all Glenn County jurisdictions, allowing public officials to rapidly and effectively disseminate up-to-date, critical public information related to emergency/disaster incidents, including real-time status of the disaster, evacuations, road closures, shelters, affected areas, and recovery and relief programs. The disaster plans for Butte and Glenn Counties will detail the roles of each staff member, agreements with disaster service organizations, and protocol to transfer the call center operation to an alternate work site for I&R staff to ensure continuous public accessibility to information during a disaster. 2-1-1 Butte/Glenn will be an integral component of the entire emergency public information network.

2-1-1 Service During Disasters

2-1-1 Butte/Glenn services will be available in the event of a local disaster or emergency. Help Central has emergency backup systems at the Chico call center to respond to disaster and emergency situations. The 2-1-1 Butte/Glenn database will be stored through the secured ReferNet server system, which has adequate redundancy to survive disaster scenarios nationwide, and will provide uninterrupted operability and immediate accessibility for decision makers and leaders during disasters and major emergencies. Help Central is participating in discussions to develop the 2-1-1 California disaster response plan to ensure adequate emergency and disaster response capacity for all counties. Under this plan, when calls exceeds the capacity of the local 2-1-1 call center and the backup 2-1-1 service, calls will be routed to other 2-1-1 partners that are ready to handle emergency public response.

Pre-disaster Resource Database

2-1-1 Butte/Glenn will develop and maintain a pre-disaster resource database using the Refer database disaster module. The database and website information will be augmented in real time during disasters to include all response services focused on the disaster at hand.

Disaster Plan

Help Central will engage with the Glenn County Office of Emergency Management, Cal-Fire, and Health and Human Services Agency in the development of the 2-1-1 disaster plan. Help Central is working with local emergency management personnel and with 2-1-1 California to coordinate the disaster plan for Glenn County with a regional California 2-1-1 disaster response system. The regional system will construct a planned layer of backup and protocols for activating the statewide 2-1-1 network for disasters occurring in the Butte/Glenn service region.

Public Safety Impact

2-1-1 Butte/Glenn will provide telephone and web-based services that promote and have positive public safety impact during non-emergency situations. Implementation of 2-1-1 Butte/Glenn will be a significant enhancement to the safety of the residents of Butte and Glenn Counties. 2-1-1 is the interface to crisis hotlines and facilities access to other mental and social health preventive services for residents of affected counties in the event of disasters. 2-1-1 services have evolved beyond being a single, easily remember hotline number to being a source of vital safety information source during emergency periods, such as up-to-the-minute fire and disaster relief information and connection with temporary housing and medical assistance. 2-1-1 services in emergency periods are complimentary to first responder and other emergency services. 2-1-1 activities generally consist of acquiring or verifying information essential to the affected residents and the public.

Disaster Relief Resources

During emergency or disaster situations in Glenn County, Help Central will develop and provide critical public information under the directive of the Glenn County OES. Information provided by 2-1-1 Butte/Glenn during emergencies and disasters include, but are not limited, to the following:

- Shelters (human and animal),
- Feeding and food distribution,
- Evacuations,
- Road closures/transportation issues,
- Utility outages and reconnections,
- School closures and re-openings,
- Facilitating family member contacts,
- Medical and housing assistance,
- Government aid,
- Mitigation and repairs such as sand bags, tarps, and available volunteers to assist in repairs,

- Emergency alerts such as curfews, riot and looting, and
- Public health warnings and similar announcements.

Information and Referral Reports and Measures Standards

Refer allows I&R specialists to track referrals provided to each caller and identify gaps in services when no referrals were found to meet the caller's needs. Such data can be reported in aggregate fashion to help identify service gaps and highlight the greatest health and human service needs expressed by 2-1-1 Butte/Glenn callers. Refer requires password access and has other security features to maintain confidentiality, and has a proven track record of data security. 2-1-1 Butte/Glenn will maintain 24 hours a day, seven days a week data security and confidentiality to protect inquirer data.

Refer features report generation capabilities. Reports can be used for internal analysis, advocacy, community planning activities, and more. While protecting confidential personal information, the generated reports may include information on aggregate client demographic data, services requested by callers most often, unmet needs, number and type of information and assistance calls, and number and type of follow-up calls. In addition, an aggregate monthly report will be shared with the local government and non-profit agency leaders to assist with community planning.

Cooperative Relationships Standards

Help Central has cooperative working relationships with specialized I&R programs throughout Glenn County. These agencies have been included in Help Central's database for local 2-1-1 planning. Help Central participates in numerous collaborative efforts to enhance service delivery in the provision of child care, aging adult care, and other health and human services. When a caller needs a service that is provided by a specialized I&R, they only need to make one call to 2-1-1 to be referred to a specific agency or organization.

Training and Public Awareness Standards

The 2-1-1 Butte/Glenn and 2-1-1 Nevada I&R staff are trained on a curriculum based on AIRS standards through attending classroom trainings, studying online courses, and observing experienced I&R specialists. The curriculum that is used for both initial and ongoing trainings includes instructions on best practices in I&R call handling, resource database, threat assessment, crisis response, and emergency preparedness. Help Central is helping 2-1-1 Nevada to train after-hours staff on Glenn County resources.

Help Central will increase public awareness of 2-1-1 through various campaign efforts, including distribution of 2-1-1 promotional materials, outreach events at community centers, 2-1-1 trainings at community based organizations, media releases, print

advertisements, quarterly online newsletters, web-based messaging and texting, and utility bill inserts.

As a mean for evaluating program improvements, the 2-1-1 Butte/Glenn Management will oversee daily operations and regularly monitor the I&R program to ensure it is operating according to AIRS standards. An evaluation plan will be conducted annually. Help Central will review analysis of 2-1-1 call data and meet quarterly with the Glenn County Health and Human Services Agency to discuss gaps in database content, impact of 2-1-1 service on communities, and outreach needs. A report will be submitted annually to the Glenn Health and Human Agency Director and the Glenn Board of Supervisors identifying outcomes and annual plans.

In the fourth section of the prescribed application, the applicant demonstrates its level of community support by including letters of endorsement from organizations and agencies that are stakeholders in the health and human services network in its community. Help Central included in its application letters of endorsement from fifteen different organizations and agencies in a broad range of health and human service fields throughout Glenn County. These endorsements demonstrate broad community support.

In processing Help Central's 2-1-1 application, the Communications Division considered the input of the Glenn County governments because they oversee the operations of county hospitals, a county welfare department, and numerous other agencies and programs in the fields of health and human services, and are best equipped to evaluate whether an I&R provider is well suited to provide comprehensive I&R service in Glenn Counties. California's size and diversity, in geography, politics, and many other categories, argue against a statewide "one size fits-all" approach to evaluating and choosing comprehensive I&R providers. County governments can best apply local standards and local knowledge to this difficult but important task.

On August 30, 2016, Leigh W. McDaniel, Chairman of the Glenn County Board of Supervisors, expressed support of Help Central's application to serve as the 2-1-1 provider of Glenn County residents and employees. The Commission values the inputs of the Board of Supervisors of Glenn County on this matter, and takes official notice of their actions.

D.03-02-029 did not specifically address the length of time for which the Commission's grant of authority to use the 2-1-1 dialing code should be made. Utilities and other frequent participants in Commission proceedings generally know that most Commission decisions, resolutions, and actions can be later modified or rescinded if a showing of sufficient grounds to do so is made in a filing before the Commission. However, most

I&R providers and county governments are not frequent participants in Commission proceedings, and may benefit from some clarification of this point. The grant of authority to use the 2-1-1 dialing code in a county or group of counties is for an indefinite term and may be revised or rescinded if a showing of sufficient grounds to do so is made to the Commission. For the reasons cited in the previous paragraph, the Commission should consider a resolution by the Board of Supervisors of Glenn County as a crucial part of any showing that the authority to use the 2-1-1 dialing code for comprehensive I&R service for Glenn County should be rescinded, reassigned, or modified. A letter to the Commission's Executive Director could serve to initiate such a process. Any such process should provide notice to all affected parties and an opportunity to be heard.

The Communications Division of the CPUC concludes that the application letter filed by Help Central meets the requirements set forth in the Commission's order and recommends that the Commission approve this filing. Commission approval is based on the specifics of the application letter, and does not establish a precedent for the contents of future filings or for Commission approval of similar requests.

Uncontested

This is an uncontested matter in which the resolution grants the relief requested. Accordingly, pursuant to P.U. Code Section 311 (g) (2) and Rule 14.6(c) (2) of the Commission's Rules of Practice and Procedure, the otherwise applicable 30-day period for public review and comment is being waived.

Findings

1. On August 11, 2017, Help Central Inc., hereinafter referred to as Help Central, sent its application letter for certification as the 2-1-1 service provider for Glenn Counties to the Commission, by expanding the existing Butte County 2-1-1 service to include Glenn County.
2. Help Central will provide immediate public safety impact during non-emergencies, emergencies and disasters such as providing a web-based and call-in information call center addressing public safety 24 hours a day, 7 days a week and will work closely with the Office of Emergency Services to assure that the partnership of 9-1-1 and 2-1-1 is effective.
3. Senate Bill (SB) 1212 (Authored by California Senator Ben Hueso and sponsored by 211 California), signed into law by the Governor on September 29, 2016, amends Public Utilities Code Section 280 to authorize the CPUC to expend fund for the one-

time costs of \$1.5 million from the California Teleconnect Fund Administrative Committee Fund to facilitate the expansion of 211 service into the currently unserved counties, and to develop a statewide information and referral resource database.

4. SB 1212 directs that, 2-1-1 California, as the 2-1-1 Lead Entity appointed by the CPUC in D. 11-09-016, may apply for use of the designated \$1.5 million fund in the currently unserved counties. Glenn County is one of the unserved counties.
5. Help Central noted in its application that it has established a toll free 8YY number that competitive local exchange carriers may use to route and direct calls to the Help Central 2-1-1 call center, in accordance with D.03-02-029, which adopted procedures and requirements that enable competitive local carriers to implement 2-1-1 call origination via an 8YY number. Help Central's 8YY number has been active since June 2013 when Help Central established 2-1-1 service in Butte County. This number will be available to all phone and exchange carriers as linkage to the Help Center 2-1-1 call center, which will serve both Butte and Glenn Counties.
6. Help Central's application provides sufficient information to meet the four major sections of the 2-1-1 application process required by D. 03-02-039.
7. On August 30, 2016, Leigh W. McDaniel, Chairman of the Glenn County Board of Supervisors, expressed support of Help Central's application to serve as the 2-1-1 provider of Glenn County residents and employees.
8. California Alliance of Information and Referral Services (CAIRS) sent a letter to the Commission on October 20, 2017, supporting Help Central's application for 2-1-1 services in Glenn County.
9. The Communications Division of the CPUC concludes that Help Central's application meets the requirements established by D. 03-02-029 to use the 2-1-1 dialing code.

THEREFORE, IT IS ORDERED that:

1. Help Central Inc. is granted the authority to use the 2-1-1 abbreviated dialing code to provide information and referral (I&R) services to the community of Glenn County.
2. This authority is granted for an indefinite term, and is subject for review upon showing sufficient grounds to revise or rescind the term. Any process to contest, revise, or rescind this authority shall provide notice to all affected parties and an opportunity to be heard.

3. If Help Central cannot implement 2-1-1 dialing within a year after the Commission's approval of Help Central Inc.'s application for provision of 2-1-1 service in Glenn County and the needed tariffs of the telecommunications service providers ordered in Ordering Paragraphs 3, 4, and 7 of D.03-02-029, then, barring further Commission action, the certification of Help Central Inc. shall lapse so that another I&R provider may apply to offer service in a service territory that includes Glenn Counties.
4. Help Central shall notify the Director of the Communications Division in writing of the date 2-1-1 service is first rendered to the public, within five business days after service begins.

This Resolution is effective today.

I hereby certify that the California Public Utilities Commission at its regular meeting on November 30, 2017 adopted this Resolution. The following Commissioners approved it:

/s/ Timothy J. Sullivan

TIMOTHY J. SULLIVAN
Executive Director

MICHAEL PICKER
President
CARLA J. PETERMAN
LIANE M. RANDOLPH
MARTHA GUZMAN ACEVES
CLIFFORD RECHTSCHAFFEN
Commissioners