

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



May 12, 2026

Agenda ID: 24155

Item # 21

RESOLUTION T-17912

TO: PARTIES TO

Service List(s): R.02.-01-025.

This Draft Resolution T-17912 will appear on the agenda at the next Commission meeting to be held May 14, 2026, which is at least 30 days after the date of this letter. The Commission may vote on this Resolution at that time, or it may postpone a vote until a later meeting. To confirm when the item will be heard, please see the Business Meeting agenda, which is posted on the Commission's website 10 days before each Business Meeting. When the Commission votes on a Draft Resolution, it may adopt all or part of it as written, amend, modify, or set it aside and prepare a different Resolution. Only when the Commission acts does the Resolution become binding on the parties.

Any member of the public may serve comments on the Draft Resolution as provided in Public Utilities Code § 311(g) and Rule 14.5 of the Commission's Rules of Practice and Procedure (Rules).

Comments, along with a certificate of service (COS), shall be sent via email to: Kirsten.Mueting@cpuc.ca.gov by April 27, 2026, at 5:00 PM.

Those submitting comments on the Draft Resolution must serve their comments on the entire service list the Draft Resolution was served to on the same date that the comments are submitted to the Communications Division.

Comments shall focus on factual, legal, or technical errors in the proposed Draft Resolution. Comments that merely reargue positions taken in the advice letter or protests will be accorded no weight and are not to be submitted. Comments should list the recommended changes to the Draft Resolution.

Comments shall be limited to fifteen pages in length.

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Replies to comments must be submitted no later than May 4, 2026, at 5PM Replies shall be submitted and served in the same manner as opening comments and shall not exceed 3 pages in length

Sincerely,

/s/ GELAREH SAFAVI

Gelareh Safavi
Program Manager
Communications Division
California Public Utilities Commission

PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

**Communications Division
Consumer Programs Branch**

**RESOLUTION T-17912
May 14, 2026**

R E S O L U T I O N

Resolution T-17912: Grant of authority to Help Central Inc. to serve as the 2-1-1 service provider for Colusa County.

PROPOSED OUTCOME:

Approves Help Central Inc. as the authorized 2-1-1 service provider for Colusa County.

SAFETY CONSIDERATIONS:

There are no safety considerations associated with this resolution.

ESTIMATED COST:

There are no costs associated with this resolution.

SUMMARY

This Resolution certifies Help Central Inc. as the 2-1-1 Service Provider for Colusa County. On February 11, 2026, the California Public Utilities Commission (CPUC) received Help Central Inc.'s application to provide 2-1-1 services in Colusa County, building upon their existing services in Butte and Glenn Counties through a combined service center. Help Central Inc. will also collaborate with Nevada-Sierra Regional In-Home Supportive Services (IHSS), Connecting Point, to provide after-hours call center services.

The certification allows Help Central Inc. to use the 2-1-1 dialing code for information and referral services in Colusa County, enhancing public safety during non-emergencies, emergencies, and disasters with 24/7 web-based and call-in support. This authority is granted indefinitely and can be reviewed by the CPUC upon request with sufficient grounds for revision or rescission.

BACKGROUND

For individuals seeking non-emergency community information and support, the 2-1-1 telephone number serves as a crucial lifeline. The public may call the 2-1-1 telephone number to access non-emergency community information and referral (I&R) providers. When dialing 2-1-1, callers are connected to a call center referral specialist who links them to the appropriate public agencies or organizations that can offer the needed social services, including housing, utility bill aid, food assistance, elder care, childcare, and other non-emergency information, currently not provided through 9-1-1 or 3-1-1 services.

On July 31, 2000, the Federal Communications Commission (FCC) issued its *N11 Third Report and Order* assigning the 2-1-1 code as the national abbreviated dialing code for I&R services.¹ The FCC concluded the assignment is in the public interest, recognizing that the public need for social service could be met through the implementation of a 2-1-1 dialing program. The FCC encouraged the states to implement 2-1-1 programs² and directed that “states will be allowed to continue to make local [N11] assignments that do not conflict with [FCC] national assignments.”³

¹ *Third Report and Order and Order on Reconsideration*, FCC 00-256, CC Docket 92-105, issued July 31, 2000 (“*N11 Third Report and Order*”).

² *N11 Third Report and Order*, ¶ 21.

³ *N11 Third Report and Order*, ¶ 43.

On January 23, 2002, the California Public Utilities Commission (CPUC or Commission) initiated Rulemaking (R.) 02-01-025 to establish the framework for 2-1-1 dialing implementation in California. The Commission's Decision (D.) 03-02-029 outlined the policies for 2-1-1 dialing.⁴ This decision mandated that I&R service providers seeking authorization for 2-1-1 services must submit a formal letter to the Commission's Executive Director.⁵ These letters are subject to review and certification, along with a service rollout plan. According to the decision, the Commission's staff evaluate the proposals using the guidelines outlined in Appendix A and prepare a resolution for the Commission's consideration. The decision did not specify fixed deadlines for reviewing certification requests but indicated an approximate six-month timeframe for the Commission to approve a specific 2-1-1 proposal, encompassing I&R provider certification and service commencement.⁶

On June 3, 2010, the Commission instituted R.10-06-002 to authorize disaster-only 2-1-1 service in counties unserved by full-service 2-1-1 (unserved counties). In D.11-09-016, the Commission adopted the regulatory policies and procedures needed to implement disaster-only 2-1-1 dialing.⁷

In 2016, Governor Jerry Brown signed Senate Bill (SB) 1212 into law. The legislation authorized the Commission to spend \$1.5 million from the California Teleconnect Fund Administrative Committee Fund to implement disaster-only 2-1-1 service in the unserved counties in California. This authority expired on January 1, 2023.⁸

On November 12, 2019, the Commission adopted Resolution (Res.) T-17679, granting Interface Children and Family Services (Interface) the authority to use the 2-1-1 dialing code to provide disaster-only 2-1-1 service to twelve unserved counties,⁹ and authorizing the expenditure of funds for the implementation of disaster-only 2-1-1 service in the unserved counties in accordance with SB 1212.¹⁰

⁴ See, D.03-02-029, dated February 18, 2023, Appendix A.

⁵ *Id.*, at 32; Conclusion of Law (COL) 3; Ordering Paragraph (OP) 2.

⁶ *Id.*, at 82; COL 18, 25; OP 2.

⁷ See, D.11-09-016, September 8, 2011

⁸ Cal. Pub. Util. Code § 280(g).

⁹ Alpine, Calaveras, Colusa, Del Norte, Inyo, Lake, Lassen, Madera, Mono, Siskiyou, Sutter, and Trinity counties.

¹⁰ See, Res. T-17679, dated November 12, 2019.

<https://docs.cpuc.ca.gov/PublishedDocs/Published/G000/M319/K519/319519393.PDF>

On February 11, 2026, the CPUC received via email the application letter submitted by Help Central Inc. requesting certification as the 2-1-1 service provider in Colusa County. The Communications Division published a notice of the application in the Commission Daily Calendar for five business days from 3/25/2026 to 4/1/2026.

DISCUSSION

Colusa County was established in 1850 and once included all of Glenn County and parts of Tehama County.¹¹ It is located in Northern California and neighbors Glenn County, Butte County, Sutter County, Yolo County, and Lake County. Areas in Colusa County have been identified by CalFire to be in Fire Hazard Safety Zones of Very High, High, and Moderate.¹² The County's climate has been identified by CalFire as creating a pronounced seasonal fire risk.¹³ Colusa County has previously had disaster-only 2-1-1 services.¹⁴ Help Central Inc. currently provides 2-1-1 services for Butte and Glenn Counties. In this application, Help Central Inc. applies to provide 2-1-1 services to the County of Colusa through a combined service center with Butte-Glenn 2-1-1.

Help Central Inc.'s Application

Consistent with D. 03-02-029, Help Central Inc.'s application is organized into four sections: Organizational Structure, Background and Experience, Terms and Conditions of Service, AIRS Standards, and Documentation of Community Support. Help Central Inc. provided the following information for each of the sections.

Section 1 – Organizational Structure, Background, and Experience

Help Central Inc. is a local public benefit non-profit corporation that established 2-1-1 in Butte and Glenn Counties to provide 2-1-1 services for Colusa County. Help Central Inc. plans to operate a call center serving Colusa County, located approximately 30 miles from Colusa County in Chico, CA. In doing so, they will establish a tri-county 2-1-1 call center among three counties that share regional resources.¹⁵ Help Central Inc. will contract with 2-1-1 Nevada County, Nevada-Sierra Regional IHSS, Connecting Point for afterhours and weekend 2-1-1 services. Help Central Inc. is endorsed by the County of Colusa and the Colusa County Board of Supervisors.

¹¹ [History | Colusa County, CA - Official Website](#)

¹² [Fire Hazard Severity Zones | OSFM](#)

¹³ [2025-sonoma-lake-napa-colusa-solano-yolo-unit-fire-plan.pdf](#)

¹⁴ Res. T-17679 available at [319519393.PDF](#)

¹⁵ Butte, Genn, and Colusa Counties share regional resources and service providers.

Help Central Inc. is governed by a Board of Directors consisting of residents of Butte County who provide health and human services to residents of Butte, Colusa, and Glenn Counties.

Help Central Inc. has 12 years of experience providing comprehensive 2-1-1 services,¹⁶ providing referrals to various services¹⁷ in more than 150 languages, enhanced community navigation services¹⁸ and has had a searchable database available to the public for 21 years.¹⁹ The Help Central 2-1-1 center has experience providing disaster response, relief and recovery information to Butte community members and experience in immediate emergency response, including 24/7 assistance.²⁰ The 2-1-1 center collaborated with the California Department of Public Health, and Butte and Glenn County public health agencies to provide residents with real-time COVID-19 resources, statistics, and support.²¹

Help Central Inc. has submitted a copy of their Articles of Incorporation and their California Franchise Tax Board Exempt Acknowledgement Letter. These documents sufficiently establish their authority to conduct business in the State of California.

The Help Central online database was previously a program of the Private Industry Council of Butte County and the Butte County Department of Employment and Social Services. They were incorporated as a public benefit non-profit corporation on July 22, 2011, and have operated under their current name for fifteen years.

Help Central Inc. has leadership with extensive experience in 2-1-1 operation, call center management, and disaster response. Such leadership includes Tara Sullivan-Hames (Executive Director, Help Central Inc./Butte-Glenn 2-1-1), Tracey Gillihan (2-1-1 Call

¹⁶ Help Central Inc. has provided 2-1-1 services to Butte County for 12 years and to Glenn County for 7 years.

¹⁷ Including housing, food and other basic needs, mental health services, veteran's services, children and family programs, employment and financial supports, transportation, healthcare, disability related services, programs for youth, disaster preparedness and public safety information and programs, and many more.

¹⁸ Including real-time trip planning and guidance for public bus system riders, eligibility assessments for CalFresh, Coordinated Entry database registration for HUD housing, Care Coordination for individuals dependent on electronic medical devices to prepare for public safety power shut off events, and crucial emergency public information when activated to assist during disaster events.

¹⁹ HelpCentral.org

²⁰ The call center provided these services during the Camp Fire, North Complex (Bear) Fire, Dixie Fire, Junes Fire, Apache Fire, Thompson Fire, and Park Fire.

²¹ Help Central Inc has trained staff or participated in mutual training with the following: Northern Valley Talkline, the local Area Agency on Agency for older adults (PASSAGES), the Butte County Continuum of Care for homelessness services, the Community Legal Info Clinic (CLIC), Catalyst Domestic Violence Services, the South Chico Community Assistance Center, California Children's Services, Home and Heart, Northern Valley Catholic Social Services, California Department of Health Services Medi-Cal Navigators, and the Butte-Glenn Nurse Family Partnership.

Center Manager), and Corina (Rina) York (2-1-1 Public Safety Manager & Special Projects Coordinator). Key after-hours staff include Charisse Jones (Chief Operating Officer, Connecting Point), and Lindsay Gordon (2-1-1 Program Manager, Connecting Point).

Help Central Inc. included a proposed three-year budget in their application. They have secured funding from diverse sources and work with 211 California²² to advocate for more funding.

Help Central Inc. submitted sufficient documentation to substantiate its financial health. As this is an existing organization, they have secured dedicated funds for Colusa 2-1-1 services as well as Butte-Glenn 2-1-1 services. Submitted documents include an annual budget, an audited financial statement, and tax documents.

Section 2 – Terms and Conditions of Service

Help Central Inc. is the current 2-1-1 service provider for Butte and Glenn Counties and will operate the 2-1-1 Colusa County service through a combined service center with Butte-Glenn 2-1-1. Help Central Inc 2-1-1 I&R is and will continue to be provided at no charge, without commercials or advertising, and without fees from organizations for referrals. The proposed Butte-Colusa-Glenn 2-1-1 services, in contract with Connecting Point 2-1-1 Nevada County²³ will provide 24 hour, seven-day-a-week help services to all callers, regardless of language or disability.

Help Central Inc. has 2-1-1 Call Specialists that are able to offer services in both English and Spanish. All 2-1-1 Call Specialists are able to see real time bilingual call specialist availability information. Recorded voice messages in Spanish communicate to Spanish speaking callers when routing to Spanish speaking Call Specialists. Call Specialists will also use Language Line, a real-time telephone interpreting service for over 150 languages, to assist callers on a three-way interpreted call.

Help Central Inc. Call Specialists are trained to use live texting services and the 711 California Relay service to assist callers with disabilities. Connecting Point Call Specialists provide TTY/TDD services using NexTalk.

²² [HOME | Mysite](#)

²³ Help Central Inc will provide 2-1-1 services Monday - Friday, 7 am - 8pm and Saturday 9 am – 5:30 pm. 2-1-1 Nevada County, Connecting Point will provide 2-1-1 services Monday – Friday, 8 pm – 7 am, Friday from 8 pm – Saturday 9 am, and Saturday 5:30 pm – Monday 7 am.

Section 3 – Alliance of Information and Referral Systems (AIRS) Standards

The proposed Butte-Colusa-Glenn 2-1-1 Call Center and its contracted after-hours services will be operating according to Information and Referral (Formerly AIRS) standards. AIRS,^{24, 25} the national professional membership organization for I&R service providers is now called “Inform USA,” and has instituted standards governing the delivery of I&R services.

Section 4 – Demonstrated Community Support

Help Central Inc. obtained twelve endorsements from various sectors, including services for children and families, education, emergency food providers, emergency (disaster) service, employment service, health service, homeless service, library or library system, mental health service, women’s service, and veterans’ group.²⁶ These endorsements demonstrate strong community backing for the 2-1-1 service provider application.

Safety Considerations:

Help Central Inc has an Emergency Operations Plan (EOP) that guides Butte-Glenn 2-1-1 staff effectively responding to a community-wide disaster. It defines when the safety plan must be activated, details staff responsibilities and guides the response to increased community needs. All staff are expected to understand the plan, complete role-specific training, and carry out assigned duties. The EOP aligns with protocols in the Disaster Incident Processes document maintained by the Public Safety Manager.²⁷

COMMENTS

In compliance with Public Utilities Code § 311(g)(1), the Commission emailed a notice letter on April 21, 2026, informing the parties on the R.02-01-025 service list and the local exchange carriers of the availability of this resolution for public comments at the Commission’s website, www.cpuc.ca.gov. The notice letter also informed parties that the final confirmed resolution adopted by the Commission will be posted and available on the same website. The Commission received no public comments.

²⁴ AIRS’ guidelines are the basis for the service delivery standards associated with the use of the 2-1-1 dialing code as specified by D.03-02-029. *See*, D.03-02-029, p. 13.

²⁵ AIRS is now Inform USA [About the Alliance of Information & Referral Services - Inform USA \(formerly AIRS, the Alliance of Information and Referral Systems\)](#)

FINDINGS AND CONCLUSIONS

1. Colusa County is located in Northern California and neighbors Glenn County, Butte County, Sutter County, Yolo County, and Lake County.
2. On February 11, 2026, the California Public Utilities Commission (Commission) received via email the application letter submitted by Help Central Inc. requesting certification as the 2-1-1 service provider in Colusa County.
3. Help Central Inc. currently provides 2-1-1 service in Butte and Glenn Counties. Once Help Central Inc. is granted authority by the Commission, it will establish a tri-county 2-1-1 call center among Butte, Glenn, and Colusa counties.
4. Help Central Inc. will contract with 2-1-1 Nevada County, Nevada-Sierra Regional In-Home Supportive Service, Connecting Point for afterhours and weekend 2-1-1 services.
5. Help Central Inc. is governed by a Board of Directors consisting of residents of Butte County who provide health and human services to residents of Butte, Colusa, and Glenn Counties.
6. Communications Division concludes that Help Central Inc.'s application meets the requirements established in D.03-02-029.
7. The authority granted to Help Central Inc. to provide 2-1-1 services is not transferable except upon Commission approval.
8. The Commission e-mailed a Notice of Availability of this Resolution on April 21, 2026 that the draft of this Resolution is available at the Commission's website <http://www.cpuc.ca.gov/> and is available for public comments. The Commission received no public comments.

THEREFORE IT IS ORDERED THAT:

1. Help Central Inc. is granted authority to use the 2-1-1 abbreviated dialing code to provide information and referral services to Colusa 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. Help Central Inc. shall implement 2-1-1 service in Colusa County within one year of the date of this resolution, pursuant to Decision 03-02-029.
4. Help Central Inc. shall notify the Director of Communications Division in writing within five business days of the date 2-1-1 service is first rendered to the public.
5. Help Central Inc. shall not transfer the authority granted except on Commission approval.
6. Help Central Inc. shall, for the duration of its provision of service, report to the Director of Communications Division via email at CDcompliance@cpuc.ca.gov by March 1 of each calendar year with the following information:
 - (a) Name of the organization providing 2-1-1 service to Colusa County and contact information (include person to contact);
 - (b) Geographic area(s) served;
 - (c) Name of the vendor providing 2-1-1 call center services and contact information;
 - (d) Name of the vendor providing resource database services and contact information;
 - (e) Summary (not to exceed one page) of 2-1-1 services provided during the calendar year, with specific mentions of all declared and non-declared disasters and emergencies during which 2-1-1 was activated.

This Resolution is effective today.

I certify that the foregoing resolution was adopted by the California Public Utilities Commission at its regular meeting on May 14, 2026, and the following Commissioners approved favorably thereon:

/s/

Leuwam Tesfai,
Executive Director

JOHN REYNOLDS

President

DARCIE L. HOUK

CHRISTINE HARADA

KAREN DOUGLAS

MATTHEW BAKER

Commissioners

The foregoing resolution was duly introduced, passed and adopted at a conference of the Public Utilities Commission of the State of California held on May 14, 2026; the following Commissioners voting favorably thereon:

Dated _____, at San Francisco, California