

PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Communications Division
Consumer Programs Branch

RESOLUTION T-17931
August 13, 2026

R E S O L U T I O N

Resolution T-17931: Grant of authority to Nevada-Sierra Connecting Point Public Authority (Connecting Point) to serve as the 2-1-1 service provider for Sierra County.

PROPOSED OUTCOME:

Approve Nevada-Sierra Connecting Point Public Authority as the authorized 2-1-1 service provider for Sierra 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 Nevada-Sierra Connecting Point Public Authority (Connecting Point) as the 2-1-1 Service Provider for Sierra County. On May 19, 2026, the California Public Utilities Commission (Commission) received Connecting Point's application to provide 2-1-1 services in Sierra County, building upon their existing services in Nevada, Placer, and Yuba Counties through a combined service center.

The certification allows Connecting Point to use the 2-1-1 dialing code for information and referral services in Sierra County, enhancing public safety during non-emergencies, emergencies, and disasters with web-based and call-in support 24 hours a day, seven days a week. This authority is granted indefinitely and can be reviewed by the Commission 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 not provided through 9-1-1 or 3-1-1 services, including housing, utility bill aid, food assistance, elder care, childcare, and other non-emergency information .

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's 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

On January 23, 2002, the Commission initiated Rulemaking (R.) 02-01-025 to establish the framework for 2-1-1 dialing implementation in California. The Commission's

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.

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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. Consistent with the decision, the Commission's staff evaluate the proposals using the guidelines outlined in Appendix A to D.03-02-029 and prepare a resolution for the Commission's consideration. The Commission in D.03-02-029 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 initiated 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 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

On May 19, 2026, the Commission received an application letter¹¹ submitted through email by Connecting Point requesting certification as the 2-1-1 service provider for

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>

¹¹ 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.

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Sierra County. The Communications Division published a notice of the application in the Commission Daily Calendar for five business days from 5/29/2026 to 6/4/2026.

DISCUSSION

Previously part of Yuba County, Sierra County was established in 1852.¹² Sierra County is in Northern California, neighboring Plumas, Yuba, and Nevada Counties. CalFire identified that areas of Sierra County are in Fire Hazard Safety Zones of Very High, High, and Moderate levels.¹³ On September 2, 2024, the Bear Fire broke out in Sierra County, burning 3,323 acres, only to be contained 17 days later.¹⁴ Connecting Point currently provides 2-1-1 services for Nevada, Placer, and Yuba Counties. In this application, Connecting Point applies to provide 2-1-1 referral services to Sierra County through a combined 2-1-1 call center servicing Nevada, Placer, and Yuba Counties. Additionally, United Ways of Northern California has contracted Connecting Point to provide 2-1-1 contact center services to Shasta, Siskiyou, and Tehama Counties. Furthermore, Connecting Point provides homeless coordinated entry services for Nevada and Placer Counties, including shelter referrals, as well as vulnerability assessments for people at risk of, or currently experiencing, homelessness.

Connecting Point's Application

Consistent with D.03-02-029, Connecting Point's application is organized into four sections: (1) Organizational Structure, Background and Experience; (2) Terms and Conditions of Service; (3) Alliance of Information and Referral System (AIRS) Standards; and (4) Documentation of Community Support. Connecting Point provided the following information for each of the sections.

Section 1 – Organizational Structure, Background, and Experience

On April 1, 2023, Connecting Point was formed as a governmental Joint Powers Authority (JPA), creating the Nevada-Sierra Regional IHSS Public Authority. The organization was initially formed to serve as the employer of record for providers of In-Home Supportive Services (IHSS) in Nevada and Sierra Counties. Connecting Point submitted a copy of Resolution No. 03-112 of the Board of Supervisors of the County of Nevada, authorizing the chair of the board of supervisors to execute a Joint Powers Agreement with Sierra County creating the Nevada-Sierra IHSS Public Authority. In

¹² [A General History of Sierra County | Sierra County, CA - Official Website](#)

¹³ [Fire Hazard Severity Zones | OSFM](#)

¹⁴ [Bear Fire | CalFire](#)

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2018, they changed their name to Nevada-Sierra Connecting Point Public Authority (Connecting Point).

Since 2003, Connecting Point has been connecting people to IHSS services in Nevada, Sierra, and Plumas Counties and has managed Nevada County's 2-1-1 program since 2011. It operates a comprehensive centralized database of regional health and human services programs for Nevada and Placer Counties,¹⁵ providing access to regional resources and program enrollment 24 hours a day, seven days a week. Connecting Point has 15 years of experience providing 2-1-1 service, adhering to national standards set by AIRS, now Inform USA.¹⁶

Connecting Point is a public agency, funded by county, state, and federal dollars and directed by an 11-member Governing Board, with nine members representing Nevada County and two representing Sierra County. Board members are appointed by the county Board of Supervisors for terms of two or three years.¹⁷ Furthermore, Connecting Point filed an updated registration with the Secretary of State on August 10, 2023, establishing its authority to provide services in California.

The Executive Director, Timothy Guiliani, has a background with the Area 4 Agency on Aging and managed a Medi-Cal outreach grant through the 2-1-1 Program. Key members Charisse Jones and Lindsay Gordon have been with the organization for 15 years and are well-versed in its mission.

Connecting Point included a proposed three-year budget in their application. Connecting Point's fiscal year 2022-2023 budget was \$6.3 million which included \$1.3 million for their 2-1-1 program. Connecting Point anticipates costs not-to-exceed \$108,000 for the first year of 2-1-1 service expansion and a 5% increase annually. Connecting Point provided documentation affirming its financial health, including an Annual Financial Report and a Single Audit Report for fiscal year 2024, confirming they have sufficient funds for 2-1-1 services in Placer, Yuba, and Nevada.

Section 2 – Terms and Conditions of Service

¹⁵ [About Connecting Point](#)

¹⁶ AIRS is now Inform USA [About the Alliance of Information & Referral Services - Inform USA \(formerly AIRS, the Alliance of Information and Referral Systems\)](#)

¹⁷ [Governing Board | Connecting Point](#)

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Connecting Point is the current 2-1-1 service provider for Nevada, Placer, and Yuba Counties and is applying to provide 2-1-1 services to all of Sierra County, California, through a combined service center. Connecting Point 2-1-1 services will continue to be provided at no charge, without commercials or advertisements, and without fees from organizations for referrals. The 2-1-1 short code is free, and Connecting Point has a toll-free destination number that the public can use to access services for free from outside served counties (1-833-342-5211). Connecting Point has a call center staffed by live Call Specialists and is available 24 hours a day, seven days a week, 365 days a year. Connecting Point has the capacity to provide after-hours services with its own call center and Call Specialist.

Connecting Point provides services in multiple languages through its bilingual staff, who speak both English and Spanish, to support their 2-1-1 contact center. For callers who require assistance in other languages, Connecting Point utilizes Language Line Solutions, a telephone interpretation service that can interpret over 250 languages. Additionally, Connecting Point provides support for callers with disabilities by offering a Teletypewriter over Internet Protocol, also known as a Telecommunications Device for the Deaf over Internet Protocol (IPTTY) system, for those needing TTY/TDD access.

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

Connecting Point's 2-1-1 program follows Inform USA (formerly AIRS) standards and employs certified staff who manage a secure iCarol resource database. Call specialists listen carefully to understand callers' needs and provide at least three referrals for each request, while they route emergencies directly to crisis services.

Connecting Point ensures data security and has established clear rules for including or excluding resources. Its resource database is updated every year by the staff, achieving a verification rate of 99%, which exceeds Inform USA standards. Connecting Point is also prepared for disaster response, working with local partners and implementing an Emergency Action Plan to keep operations running smoothly. It provides useful information about community needs, and all staff receive ongoing training led by experienced trainers in Inform USA standards, call handling, crisis response, and managing resources.

Section 4 – Demonstrated Community Support

Connecting Point obtained support from the County of Sierra and two endorsements from various sectors, including senior service and disability service. These

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endorsements demonstrate strong community backing for the 2-1-1 service provider application.

Safety Considerations:

Connecting Point has an Emergency Action Plan, most recently updated in November 2023. The Emergency Action Plan is constantly reviewed and updated to ensure the most accurate and proficient procedures and policies are in place.

COMMENTS

In compliance with Public Utilities Code § 311(g)(1), the Commission emailed a notice letter on July 10, 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.

FINDINGS AND CONCLUSIONS

1. Sierra County is in Northern California and neighbors Plumas, Yuba, and Nevada Counties.
2. On May 19, 2026, the California Public Utilities Commission (Commission) received through email the application letter submitted by Connecting Point requesting certification as the 2-1-1 service provider in Sierra County.
3. Connecting Point currently provides 2-1-1 services in Plumas, Yuba, and Nevada Counties. Once Connecting Point is granted authority by the Commission, its call center will provide services to Sierra County.
4. Connecting Point has been providing 2-1-1 services since 2011 and has the capacity to provide 2-1-1 services 24 hours a day, seven days a week, 365 days a year.
5. Connecting Point is governed by a Governing Board whose members are appointed by the county Board of Supervisors and serve two-year or three-year terms.

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6. Communications Division concludes that Connecting Point's application meets the requirements established in D.03-02-029.
7. The authority granted to Connecting Point 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 July 10, 2026, informing parties 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. Connecting Point is granted the authority to use the 2 1 1 abbreviated dialing code to provide information and referral services to Sierra 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. Connecting Point shall implement 2-1-1 service in Sierra County within one year of the date of this resolution, pursuant to Decision 03-02-029.
4. Connecting Point 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. Connecting Point shall not transfer the authority granted except upon Commission approval.
6. Connecting Point shall notify the Commission through an email to the Director of Communications Division 30 days in advance of any changes to the geographic area served, a vendor for call center and/or database management services, or the ability to continue as a 2-1-1 service provider for Sierra County.
7. Connecting Point 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:

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- (a) Name of the organization providing 2-1-1 service to Sierra County and contact information (including 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) Name of the vendor providing after-hour service and contact information;
- (f) Summary (not to exceed one page) of the 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 were 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 August 13, 2026, and the following Commissioners approved favorably thereon:

/s/ LEUWAM TESFAI

Leuwam Tesfai
Executive Director

JOHN REYNOLDS

President

DARCIE L. HOUCK

KAREN DOUGLAS

MATTHEW BAKER

CHRISTINE HARADA

Commissioners

Dated August 13, 2026, at San Francisco, California.