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Arizona Community Action Associa



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January 19, 2010

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Kristen K. Mayes, Chair
Sandra D. Kennedy, Commissioner
Paul Newman, Commissioner
Gary Pierce, Commissioner
Bob Stump, Commissioner
Arizona Corporation Commission
1200 W. Washington
Phoenix, Arizona 85007-2996

Arizona Corporation Commission
DOCKETED

JAN 21 2010

DOCKETED BY [Signature]

RE: AZ 2-1-1

Dear Commissioners Mayes, Kennedy, Newman, Pierce and Stump,

This letter is to respectfully request that the Arizona Corporation Commission establish by order that Community Information & Referral (CIR) is the 2-1-1 Service Provider and Lead Entity in the State of Arizona for 24/7 information and referral to health and human services.

On July 31, 2001, the Federal Communications Commission assigned the three-digit dialing number 2-1-1 as the national telephone number for access to information about and referrals to human service organizations, declaring that "2-1-1 best satisfies the public interest in allotting the limited resource of this abbreviated telephone number."

2-1-1 is an easy to remember three-digit telephone number that is used to connect people in need to available health and human services. As I know you appreciate, people looking for help often do not know where to start. Finding basic resources such as food, shelter, counseling, or health care can mean hours of calling multiple phone numbers and then sifting through a mass of information and telephone numbers. 2-1-1 makes it easy to find needed social services as well as connect those who want to volunteer or donate to community service organizations.

Today, 46 states, Puerto Rico and Washington D.C. have adopted the use of the 2-1-1 dialing code for public access to community information and referral service providers. Only Arizona, Wyoming, Pennsylvania, and Delaware are not currently using the three-digit dialing code.

2-1-1 is a fundamental enhancement of our nation's long-trusted and respected Information and Referral (I&R) service providers. Professional I&R Call Center Specialists assess callers' needs, determine available social service resources, direct them to the appropriate programs and services, provide culturally appropriate support, intervene in critical situations, and advocate for the caller when necessary. 2-1-1s also make their searchable health and human resource databases available on-line through the internet and through other social networks.

Community Information & Referral (CIR) is an Arizona 501 (c)(3) non-profit social service organization founded in 1964 and incorporated in 1979. CIR offers people in need an easy link to information about and referrals to local health and human services available Statewide, 24

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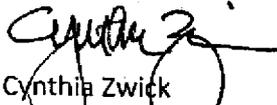
hours-a-day, 7 days a week via local and toll free telephone lines. CIR maintains a comprehensive health and human service resource database of over 2,500 social service organizations including governmental, non-profit, and faith based community services, including the 18,000 programs they offer statewide. This resource is also available on-line at www.cir.org. Staff of Arizona Community Action Association, the Community Action Agencies statewide, and other social service agencies use CIR regularly to assist families as they search for assistance.

Arizona Community Action Association joins the CIR Board of Directors in its request of the ACC to establish CIR as the "2-1-1 Arizona Lead Collaborative Entity" in order to qualify for federal funding to support 2-1-1 service operations when the Calling for 2-1-1 Act of 2009 is passed by Congress .

Your approval of this broad based statewide effort to establish CIR as the lead entity using the 2-1-1 dialing code to public access to information and referral services will benefit all Arizonans. Your order recognizing Community Information & Referral as the Arizona provider of 2-1-1 information and referral services will have an extremely positive impact on how people who need help find help for years to come! Thank you for considering our request.

If you have any questions or would like any additional information from someone who uses CIR regularly, please do not hesitate to contact me at 602.604.0640.

Sincerely,



Cynthia Zwick
Executive Director

c: Roberto Armijo, CEO CIR