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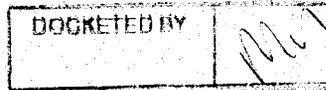
2010 APR - 7 P 3: 56

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

DOCKET CONTROL - 00000A-10-0017

Arizona Corporation Commission
DOCKETED

APR - 7 2010



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

As a statewide organization representing all nonprofits in Arizona, the Alliance of Arizona Nonprofits is acutely aware of how important it is to these organizations that people can get access to their critically needed services quickly and responsively. Our members include many of the most prominent health, human services, community development and educational organizations who respond to the needs of our citizens every day.

Therefore, we understand why Arizona needs a three-digit number 2-1-1 service to help people in need be able to access health and human services quickly. Arizona is one of only 3 states without a 2-1-1 call dialing designate for public access to information and referrals to needed health and human service resources.

This letter requests that the Arizona Corporation Commission designate Community Information & Referral (CIR) as 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. 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.

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2-1-1 is a fundamental enhancement of our nation's long-trusted and respected Information and Referral (I&R) service provider network. 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. 2-1-1 access also makes searchable health and human resource databases available online through the Internet and social media networks.

Community Information & Referral (CIR) is an Arizona 501c(3) nonprofit 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 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 more than 2,500 social service organizations including governmental, nonprofit, and faith based community services and the 18,000 programs they offer to the residents of Arizona. This resource is also available on-line at www.cir.org. Also, CIR collaborates with local and regional organizations that maintain more specialized databases (some of whom are partners of the Alliance as well).

CIR is one of 120 nationally accredited Alliance of Information & Referral Systems (AIRS) 2-1-1 I&R call centers in the United States. Thirty-three percent of its eligible I&R staff are AIRS Certified. On average, the CIR 24-hour Help Hotline responds to more than 270,000 calls for help from Arizona residents each year. Calls for emergency utility assistance, domestic violence and homeless shelters, foreclosure assistance, community health clinics, and food, are among the most common sources of help sought.

Your action establishing CIR as the lead entity to use the 2-1-1 dialing code for 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. Do not hesitate to contact me if you have additional questions about why this action would be beneficial to the nonprofits of Arizona.

Sincerely,



Patrick McWhortor
President & CEO

cc: Roberto Armijo, CIR