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Commissioner Bob Stump
Commissioner Gary Pierce
Commissioner Paul Newman
Arizona Corporation Commission
Commissioners Wing
1200 W. Washington
Phoenix, AZ 85007-2996

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April 21, 2010

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Arizona Corporation Commission
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DOCKETED BY [Signature]

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

I write to express my support for Community Information & Referral's request that the Arizona Corporation Commission designate CIR as the lead 2-1-1 entity in Arizona (the "Lead 2-1-1 Entity"). This designation may ultimately make CIR eligible for federal funding, which is needed to increase CIR's capacity to accept the increase in calls that will result from CIR's promotion of its 2-1-1 number.

As I am sure you know from the information CIR has provided to you, CIR has been providing information and referral services to the residents of Arizona since 1964. CIR now operates statewide.

Information and referral services, like those provided by CIR, are critical to Arizona's communities. People call CIR not knowing exactly where to turn for help. Trained CIR operators assess the needs of callers and help them find the assistance they need. Community Information & Referral is well positioned to act as the Lead 2-1-1 Entity. CIR is an existing, experienced, and respected non-profit, community-based organization. CIR has been doing the work of a 2-1-1 system for more than 45 years, is currently operating across the State, is a nationally accredited information and referral agency and has been active in discussing and promoting the development of a 2-1-1 system in Arizona through community meetings statewide and with many well-respected community partners. All of this groundwork makes CIR the best candidate for Lead 2-1-1 Entity in Arizona. With federal funding for 2-1-1 systems looking more possible than ever, it is critical that CIR be designated the Lead 2-1-1 Entity in Arizona as soon as possible.

Arizona is one of only four states that do not have a functioning 2-1-1 system in their communities. CIR handles thousands of calls each month from individuals throughout the State. In November of 2009, for example, CIR's 24-hour helpline answered 24,316 calls for help. With the designation as the Lead 2-1-1 Entity in Arizona, CIR will have taken an important step toward building a 2-1-1 system here. People will easily learn to dial 2-1-1 when they need any health or human services. This easy access will be the single most important advancement the Commission can make to help people in need of social services. When trying to feed a hungry family, a parent could do without the stress of searching for the right number to dial. 2-1-1, like 9-1-1 and 4-1-1, is easy to remember, even in a time of great stress.

I fully support CIR's application to be designed the Lead 2-1-1 Entity in Arizona. Please feel free to contact me with any questions you may have.

Sincerely,

Yennyambeck

Name

Company

UWIN

United Way Information
Network