

**ORIGINAL**

OPEN MEETING AGENDA ITEM



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**SALT RIVER PROJECT**

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**MICHAEL LOWE**  
Customer Services Executive

2010 JUL 23 P 2:02 July 21, 2010

AZ CORP COMMISSION  
DOCKET CONTROL

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

T-00000A-10-0017

Arizona Corporation Commission  
**DOCKETED**

JUL 23 2010

DOCKETED BY

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

I write to express my support for Community Information & Referral's (CIR) request that the Arizona Corporation Commission designate CIR as the Lead 2-1-1 Entity in Arizona (10-0017). This designation may ultimately make CIR eligible for federal funding, which is needed to increase CIR's capacity to accept the increased calls that will result from CIR's promotion of its 2-1-1 number.

CIR has been providing information and referral services to the residents of Arizona since 1964. Information and referral services, like those provided by CIR, are critical to Arizona's communities. Trained CIR operators assess the needs of callers and help them find health and human service assistance they need.

Arizona is one of only four states without a functioning 2-1-1 system for their communities. CIR handles thousands of calls from individuals throughout the State. During the 2<sup>nd</sup> quarter of 2010 CIR's 24-hour helpline answered 55,891 calls for help. People will easily learn to dial 2-1-1 when they need any health or human 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.

CIR is an existing, experienced, and respected non-profit, community-based organization. They have been providing referrals for health and human services for more than 45 years, is currently operating statewide, 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.

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

Sincerely,

Michael Lowe  
Customer Services Manager