

United Way Regional Call Center
2305 Platt Road
Ann Arbor, MI 481804

CITY OF ANN ARBOR
CITY CLERK
REC'D

2008 OCT 19 PM 1:18

October 14, 2008

Jacqueline Beaudry
City Clerk
Ann Arbor City Clerk
100 N 5th Avenue 2nd Floor
Ann Arbor, MI 48104

RE: Case # 14935

Dear Jacqueline Beaudry:

We are writing to inform you that the United Way Regional Call Center (UWRCC) has filed an application with the Michigan Public Service Commission (MPSC) requesting to be relieved of the assignment of the telephone digits 2-1-1 and of the designation as the community resource information and referral answering point for Washtenaw and Monroe Counties.

The UWRCC's relief request is conditional upon the Commission granting the United Way for Southeastern Michigan 2-1-1 Partnership's application, which is being filed simultaneously on docket U-15654 – that seeks an order assigning 2-1-1 to the UWSEM 2-1-1 Partnership for Washtenaw and Monroe Counties and designating the UWSEM 2-1-1 Partnership as the answering point for those two counties. Currently, the United Way for Southeastern Michigan serves as the 2-1-1 call center for residents of Macomb, Oakland and Wayne Counties.

During the final step of the application process, the MPSC seeks public comment. To successfully demonstrate the community support and anticipation of this expanded Call Center and 2-1-1 service, we need your assistance. Making a public comment regarding this alignment will help generate the significant community response necessary to support our application. The 2-1-1 Advisory Committee's of Monroe and Washtenaw Counties embrace this regional approach.

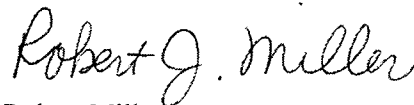
Enclosed please find the **NOTICE OF OPPORTUNITY TO COMMENT**. We invite you to review the MPSC application and to make a public comment in writing or electronically to the Commission. The Notice contains the instructions on how to submit a comment to the MPSC. Please note the due date of October 27, 2008.

We greatly appreciate the support you are able to provide for our effort. We have enclosed a sample letter of support. Please feel free to use this outline, to add personal comments, or to draft your own letter. If you have additional questions regarding this application or the Notice, Bob Miller can be reached by telephone at 734.677.7207.

Best regards,



William Sullivan
Director of 2-1-1
United Way for Southeastern Michigan



Robert Miller
Regional Director of 2-1-1
United Way for Southeastern Michigan

Encl. Notice of Opportunity to Comment
Sample Letter of Support

Sample Letter for Supporters

October 14, 2008

Executive Secretary
Michigan Public Service Commission
P.O. Box 30221
Lansing, MI 48909

RE: Case No. U-14935

Dear Commissioners,

It is my pleasure to provide comment on the application of the United Way Regional Call Center requesting to be relieved of the assignment of the telephone digits 2-1-1 and of the designation as the community resource information and referral answering point for Washtenaw and Monroe Counties.

The UWRCC's relief request is conditional upon the Commission granting the United Way for Southeastern Michigan 2-1-1 Partnership's application, which is being filed simultaneously on docket U-15654 – that seeks an order assigning 2-1-1 for Washtenaw and Monroe Counties to the UWSEM 2-1-1 Partnership and designating the UWSEM 2-1-1 Partnership as the answering point for those two counties.

Members of our community are in need of information regarding health and human services and volunteer opportunities. Through the easy to remember number, 2-1-1, people in need in our community can be connected with the services to help them. Furthermore, the data collected by 2-1-1, which reflects the needs and requests for services of callers, will help our community to identify current gaps in services and to develop ways to better serve community members in the future. Currently, the United Way for Southeastern Michigan 2-1-1 Partnership serves as the 2-1-1 call center for residents of Macomb, Oakland and Wayne Counties.

On behalf of **(Please insert name of your agency/business/group)**, I would like to offer support for this application and look forward to the implementation of 2-1-1 in Washtenaw and Monroe Counties.

Sincerely,

NAME
TITLE
AGENCY

cc: Ronald D. Richards, Attorney for United Way for Southeastern Michigan 2-1-1 Partnership
Foster, Swift, Collins & Smith, P.C.
313 S. Washington Square
Lansing, MI 48933

In the matter of the application of the **United Way**)
Regional Call Center requesting to be relieved of the)
2-1-1 telephone digits and of the designation as the)
community resource information and referral answering)
point for Washtenaw and Monroe Counties.)
_____)

Case No. U-14935

NOTICE OF OPPORTUNITY TO COMMENT

On September 11, 2008, United Way Regional Call Center filed an application with the Michigan Public Service Commission requesting to be relieved of the assignment of the 2-1-1 telephone digits and the designation as the community resource information and referral answering point for Washtenaw and Monroe Counties.

Any interested person may review the application at the office of United Way Regional Call Center or at the office of the Commission's Executive Secretary, 6545 Mercantile Way, Suite 7, Lansing, Michigan, between the hours of 8:00 a.m. and 12:00 p.m. and 1:00 p.m. and 5:00 p.m., Monday through Friday.

Written and electronic comments may be filed with the Commission and must be received no later than 5:00 p.m. on October 27, 2008. Written comments should be sent to the: Executive Secretary, Michigan Public Service Commission, P.O. Box 30221, Lansing, Michigan 48909, with a copy mailed to Ronald D. Richards Jr., Foster, Swift, Collins & Smith, P.C., 313 S. Washington Square, Lansing MI 48933. Electronic comments may be e-mailed to: mpscdockets@michigan.gov . All comments should reference Case No. U-14935. Comments received in this matter will become public information, posted on the Commission's website, and subject to disclosure.

UNITED WAY REGIONAL CALL CENTER