

STATE OF VERMONT
PUBLIC SERVICE BOARD

Docket No. 7012

Petition of The United Way's of Vermont,)
pursuant to Board Rule 7.300, for designation)
as the 2-1-1 service manager for the State of)
Vermont)

Order Entered: 11/19/2004

I. INTRODUCTION & PROCEDURAL HISTORY

On August 26, 2004, The United Way's of Vermont ("UWVT") filed a petition ("Petition") with the Public Service Board ("Board") requesting designation as an N11 service manager in Vermont pursuant to Board Rule 7.300. This Proposal for Decision recommends that the Board designate UWVT as the service manager for 2-1-1 service throughout Vermont ("VT 2-1-1").

On October 26, 2004, I convened a prehearing conference in this proceeding. Appearances were entered by: June Tierney, Esq., for the Vermont Department of Public Service ("Department"); and Suzanne M. Monte, Esq., of Downs Rachlin Martin PLLC for UWVT. None of the prehearing conference participants sought evidentiary hearings on UWVT's request for designation as service manager pursuant to Board Rule 7.300. On October 27, 2004, UWVT and the Department filed a joint proposal for decision. The parties have waived service of this Proposal for Decision provided it is consistent in all material respects with their proposal for decision.

II. FINDINGS OF FACT

I present the following Findings of Fact to the Board, in accordance with 30 V.S.A. § 8.

A. Introduction and Background

1. UWVT is a non-profit corporation duly organized and existing under the laws of the State of Vermont. Pet. at 1.

2. The Federal Communications Commission has non-exclusive jurisdiction over N11 or service codes and has nationally assigned 2-1-1 as the service code to be used to provide access to community information and referral services. *Id.*; Kraft pf. at 3.

3. The Board has jurisdiction over local administration of N11 codes, except as otherwise provided by federal law, which it exercises pursuant to Board Rule 7.300. Pet. at 1; Kraft pf. at 3.

4. UWVT requests that the Board designate it, under Board Rule 7.300, as the 2-1-1 service manager throughout the entire State of Vermont. Pet. at 1.

5. UWVT intends to use the 2-1-1 code to provide individuals and families with information about and referrals to health and human service organizations and volunteer opportunities by dialing 2-1-1. *Id.*; Kraft pf. at 3.

6. The basis for VT 2-1-1 will be the existing United Way GET INFO service, which is the health and human services information and referral program currently sponsored by UWVT serving much of Vermont during regular business hours. Kraft pf. at 3.

7. United Way GET INFO also responds to calls to the former Vermont Agency of Human Services Parents Assistance Line. *Id.*

8. UWVT plans to expand and enhance United Way GET INFO to serve the entire State of Vermont, 24 hours a day, 7 days a week as VT 2-1-1. *Id.*

9. The VT 2-1-1 referral database will be comprised of programs and services throughout Vermont that meet the following VT 2-1-1 Database Inclusion/Exclusion Policy:

To be included in the Vermont 2-1-1 database, an organization or individual service provider must meet all three of the following general terms of inclusion:

- (1) provides a health or human service for residents of Vermont;
- (2) is licensed or certified, when applicable; and
- (3) has a consistently available contact person, location and telephone number.

Access through an answering machine is acceptable; and Services that are available only to members of a certain group or affiliation and organizations that promote or deliver illegal services will not be included in the database.

Id.

10. UWVT will formally collect and update (at least annually) information about programs and services in accordance with the *Standards for Professional Information and*

Referral, Requirements for AIRS Accreditation and Operating 2-1-1 Systems, published by the Alliance of Information and Referral Systems ("AIRS") (the "*AIRS Standards*"). *Id.* at 6.

11. The VT 2-1-1 data manager will use information from agency survey forms and other materials provided by authorized agency representatives, to develop a standardized profile for each organization in the database. *Id.*

12. VT 2-1-1's referral protocols and procedures are based on the *AIRS Standards*. *Id.*

13. Referrals will be provided by trained Information and Referral specialists ("I&R specialists") according to the specific needs of the inquirer, eligibility criteria, geographic proximity, and caller preference, which will be determined through an assessment during the call. *Id.*

B. Board Rule 7.303 Criteria

(1) UWVT Organizational Structure And Management

14. UWVT is a Vermont non-profit corporation. *Id.*; exhs. UWVT-1 (Articles of Association), UWVT-2 (Bylaws), UWVT-3 (organizational chart).

15. United Way organizations in the State of Vermont and states contiguous to Vermont are eligible to become members of UWVT. Kraft pf. at 9.

16. UWVT's Board of Directors is comprised of the executive directors of its member United Way organizations. *Id.* at 10; exh. UWVT-4.

17. The UWVT Board of Directors receives recommendations from the VT 2-1-1 Advisory Board (the "Advisory Board") in executing contracts, submitting grant applications, developing partnerships, and making decisions regarding the development and operation of VT 2-1-1; the Advisory Board meets regularly to review the progress of the 2-1-1-development effort and will continue to work closely with UWVT to oversee VT 2-1-1 operations once implemented. Kraft pf. at 10.

18. The Advisory Board's membership is comprised of representatives from a variety of public and private organizations, including the Agency of Human Services, Department of Health, Department of Aging and Independent Living, Enhanced 9-1-1, Council on Aging for Southeastern Vermont, Association of Vermont Telcos, IBM and various United Ways. *Id.*; exh. UWVT-5.

19. The Advisory Board is elected by the VT 2-1-1 Collaborative (the "Collaborative"). Kraft pf. at 11.

20. The Collaborative's membership is made up of a broad-based association of individuals and organizations, including, in addition to the organizations listed above, the Vermont Center for Independent Living, Battered Women's Services and Shelter, Vermont Child Care Providers Association, Vermont Network Against Domestic Violence and Sexual Assault, and Area Agency on Aging for Northeastern Vermont, among others. *Id.*; exh. UWVT-6.

(2) Technical and Managerial Expertise

21. UWVT's Board of Directors, the Advisory Board and the Collaborative are comprised of persons with significant experience in the development and management of community information systems, providing sufficient technical and managerial expertise to administer the service. Kraft pf. at 11; exhs. UWVT-4, UWVT-5, UWVT-6.

22. The two staff persons supporting the VT 2-1-1 development effort also have significant experience in information and referral services and currently support United Way GET INFO. Kraft pf. at 11.

23. Because VT 2-1-1 is a project of UWVT, its personnel will have direct access to the resources of United Way of America ("UWA"), which was one of the original petitioners to the FCC for 2-1-1 designation and has made 2-1-1 a priority for itself and its member organizations. *Id.* at 12-13.

24. The National 2-1-1 Collaborative also offers a network of established and emerging 2-1-1 initiatives. *Id.* at 13.

25. UWVT also benefits from AIRS, the international professional membership organization of community information providers. *Id.*

26. United Way GET INFO is a member of AIRS. *Id.*

27. Participants in the VT 2-1-1 development effort have attended AIRS' annual education conferences, including the National 2-1-1 Institute, an intensive training for those developing and implementing 2-1-1 services nationwide. *Id.*

28. United Way GET INFO is also a founding member of the Vermont Alliance of Information and Referral Services ("VT-AIRS"), the Vermont affiliate of AIRS, which was

established in August, 2000, to support information and referral professionals in Vermont through training, advocacy and networking. *Id.*

29. Representatives from E 9-1-1 and the Agency of Human Services ("AHS") are working members of the VT 2-1-1 effort. *Id.* at 14.

30. The State of Vermont's Parent Assistance Line has been moved to 2-1-1. *Id.*

(3) Sufficient and Stable Source of Funding

31. UWVT has had sufficient and stable funding for the development phase of VT 2-1-1 and anticipates the continuation and expansion of these sources for its operation. *Id.*

32. AHS has provided grants to UWVT to develop a statewide database, including web access for professionals and the general public. *Id.*

33. As of July 2004, the 2-1-1 database contained 552 agencies and over 1,281 programs statewide; by September, 2004, the goal was to complete the annual formal update of agency and program information and by February, 2005, to expand the database to 700 agencies and over 1,500 programs. Web access to the database became available in October, 2003. *Id.*

34. VT 2-1-1 representatives are working closely with AHS and Vermont Department of Public Safety officials to direct existing resources that are currently being used to provide information and referral through various AHS departments or that are in the planning stage for homeland security purposes toward the centralized VT 2-1-1 call center; UWVT expects this redirection and new focus of funding will be the primary source of revenue for VT 2-1-1. *Id.* at 15.

35. VT 2-1-1 has negotiated an informal agreement with IBM for an in-kind contribution of the hardware necessary for operation, including computers, printers, and a file server. *Id.*

36. VT 2-1-1 has received grants from the Verizon Foundation, Vermont Community Foundation, Fletcher Allen Community Health Foundation, United Way's of Vermont, and the five Area Agencies on Aging for start-up and database development efforts. *Id.*

37. United Way GET INFO receives funding and in-kind support from Fletcher Allen Community Health Foundation, Fanny Allen Foundation, Champlain Initiative, several Windham County cities and towns, and the United Ways of Addison, Chittenden Franklin/Grand Isle, and Windham Counties; several additional grants are pending. *Id.* at 15-16.

38. VT 2-1-1 has contracted with a professional grant writer to research and obtain additional grant funding. *Id.* at 16.

39. Comprehensive information and referral programs often provide contracted information and referral services for state agencies and community organizations, such as United Way GET INFO's current contract with the Vermont Department of Health to receive \$1,500 to provide information, referrals and mailed materials for the SMILE VT Project to increase access to dental care for families with children. *Id.*

40. For the past two years, United Way GET INFO has had contracts with two regional partnerships, the Champlain Initiative and Alliance for Building Community, to provide services for Dr. Dynasaur children's health insurance outreach. *Id.*

41. UWVT anticipates assuming these United Way GET INFO contracts when the VT 2-1-1 service becomes operational. *Id.*

42. UWVT received a grant from UWA last year for emergency planning as part of the VT 2-1-1 development funding. *Id.* at 17.

43. UWA is also working to secure resources and support for individual 2-1-1 operations across the country, such as VT 2-1-1. *Id.*

44. Individual United Way organizations comprising UWVT have committed to provide the community outreach function of VT 2-1-1 and are developing a protocol for designating community contributions to VT 2-1-1. *Id.*

45. The United Way of Chittenden County, which merged its countywide GET INFO Champlain Valley with the United Way of Windham County's Help-Line to form United Way GET INFO, has donated its information and referral software, to VT 2-1-1 and continues to make a significant contribution to the project's development and implementation; the United Way of Windham County has also provided administrative support to the VT 2-1-1 project. *Id.* at 18.

46. The framework for VT 2-1-1 is already in place with United Way GET INFO. *Id.* at 19.

47. UWVT projects financial need for the expansion of the existing United Way GET INFO into a statewide, 24-hour service to be between \$150,000 and \$200,000, with annual

operating costs after start-up to be between \$300,000-\$550,000 (increasing as the call volume and the number of I&R specialists needed increases). *Id.*; exh. UWVT-7.

48. These estimated costs are below or in-line with national projections that a fully functioning 2-1-1 call center should cost between \$1.00-\$1.50 per capita. Kraft pf. at 19.

(4) Implementation Date that Affords Affected Entities Sufficient
Time to Undertake Necessary Implementation Arrangements

49. The proposed implementation date of a soft launch on February 1, 2005, with a full kick-off on February 11, 2005, provides affected entities with sufficient time to undertake necessary implementation arrangements. *Id.*¹

(5) Plan for Coordination of Services With Other N11 Service Managers,
Which Plan Demonstrates the Proposal Will Not Cause Any Undue
Technical Difficulty for Telephone Operators

50. UWVT and the Vermont Enhanced 9-1-1 Board have developed a Collaboration Plan for coordination between UWVT and the Vermont Enhanced 9-1-1 Board during the planning, implementation, and on-going operational phases of VT 2-1-1, and plan to work closely together in the areas of consumer education, emergency calls made to 2-1-1, and emergency awareness training. *Id.* at 20.

51. The Collaboration Plan establishes the structure and mechanisms for collaboration, including: contact list of all persons involved; roles and responsibilities; key dates; deliverables; escalation procedures/issue resolution; project tracking; and meeting schedule. *Id.*

52. The anticipated outcome of the Collaboration Plan is collaborative consumer education that will minimize the risk of persons calling the wrong N11 number in an emergency; development and implementation of policies, procedures and standards for handling emergency calls received by the 2-1-1 call center; and emergency awareness training for the 2-1-1 staff. *Id.* at 21.

1. UWVT's initial filing indicated a January 1, 2005, soft launch date. At the Prehearing Conference, UWVT amended its proposal to a soft launch date of February 1, 2005. The full kick-off date of February 11, 2005, remains unchanged.

53. UWVT has also coordinated its plans for 2-1-1 with the Vermont Agency of Transportation ("AOT") — the party designated as the service manager for 5-1-1 throughout Vermont — and plans to attend quarterly "stakeholder" meetings held by the AOT. *Id.*

54. UWVT has made initial contact with a representative for 7-1-1 to discuss any potential coordination issues; upon designation as the 2-1-1 service manager, UWVT and 7-1-1 representatives plan to meet again to develop a plan for coordination of services. *Id.*

55. When VT 2-1-1 receives misdirected calls that should have gone to one of the other N11 services, its operators will refer callers to the services provided by other N11 numbers according to established protocols. *Id.*

56. Since all 2-1-1 calls will be answered at a single location in Vermont and 2-1-1 implementation only requires a one-time switch by telephone companies to a 10-digit toll-free number, there will be no undue technical difficulty for telephone companies. *Id.* at 22.

(6) Plan for Public Education to Avoid Customer Confusion

57. UWVT has developed a plan for public education about the use of 2-1-1 to avoid customer confusion. *Id.* at 22-26.

58. UWVT's detailed marketing plan will launch VT 2-1-1 state-wide through a collaborative marketing, communications and public education effort. *Id.* at 22; exh. UWVT-8.

59. The marketing campaign will target the entire state and all demographics, and will use a multi-message, multi-media campaign using rotating messages on mass transit posters, radio, public television and points of population, such as hospitals, schools, agencies, and corporate posters. Kraft pf. at 23-24.

60. UWVT plans to leverage the experience of other states in marketing their 2-1-1 services; UWVT has also received recommendations from the national 2-1-1 organization. *Id.*

(7) Technical Proposal That Is Consistent With Board Rule
7.303B for Routing N11 Calls

61. UWVT's technical proposal is consistent with the provisions of Public Service Board Rule 7.303B for routing N11 calls. *Id.* at 26.

62. The use of a three-digit dialing code, such as 2-1-1, requires an underlying or 800 "Termination Number" in order to function correctly and ensure that all calls made to the three-digit code end up at the proper number. *Id.*

63. UWVT will provide telephone service providers with an 800 number and in turn the telephone service providers will point any 2-1-1 calls to the 800 number through the use of a translation in their switches. *Id.*

64. UWVT proposes to serve the entire State of Vermont from a centralized location; calls will not be routed to areas smaller than, or with boundaries inconsistent with, existing exchange boundaries or wireless coverage areas. *Id.*

65. UWVT has worked with each Vermont independent telephone company through the Telephone Association of Vermont ("TAV") to discuss the technical aspects of UWVT's proposal and to ensure that the proposal meets the provisions of Public Service Board Rule 7.303B. *Id.* at 27.

66. UWVT and Verizon are negotiating an agreement for switching and on-going operation, management and oversight. *Id.*

67. UWVT is in the process of contacting wireless carriers to discuss serving arrangements. *Id.*

(8) Mechanism for Telephone Companies to Recover Costs Associated
With the 2-1-1 Service

68. UWVT plans to work with individual telephone companies in connection with the implementation of 2-1-1 service and the costs associated with performing the switch translations: the independent telephone companies have agreed to execute the translations and invoice UWVT on a time-and-materials cost basis; UWVT and Verizon are negotiating an agreement that includes a one-time fee to cover the switch translation, as well as on-going operation, management and oversight costs; UWVT is in the process of contacting wireless carriers to discuss charging requirements. *Id.*

(9) Operational Plan For Ensuring Availability Of 2-1-1 Service 24 Hours Per Day, 7 Days Per Week

69. VT 2-1-1 will operate as a single, centralized health and human service information and referral center 24 hours per day, 7 days per week, in compliance with the *AIRS Standards* national guidelines of 24-hour, 7-day telephone coverage by live operators. *Id.* at 28.

70. Staffing for the first year after implementation of VT 2-1-1 will include four to eight full-time positions: a program director; data manager; one to three telephone I&R specialists; and one to three regional data representatives, depending on the call volume; all staff members will be qualified to answer calls in order to handle increased call volume during peak hours. *Id.*

71. UWVT will utilize one of the following options to handle overflow calls: automatic call distributor which automatically puts the person in a queue when all agents are busy; rollover to message machine and return call as soon as the first agent is free; or agents handle a call coming into a rollover line by asking the person on the first line (not in crisis situation or dealing with strong emotions) to hold for a few seconds while the agent gets the phone number of the next caller for a call back (the third option is currently successfully utilized by United Way GET INFO, when necessary). *Id.*

72. VT 2-1-1 staff will handle calls Monday through Friday, 8:00 a.m. to 8:00 p.m. *Id.* at 29.

73. After-hours, weekends, and holiday coverage will be contracted to an organizational partner that provides information and referral services in compliance with *AIRS Standards*. *Id.*

74. UWVT is considering a partnership with United Way of Connecticut Infoline 2-1-1, a highly professional agency and leader in the national 2-1-1 initiative for after-hours coverage, which will include remote access to the VT 2-1-1 resource database and client data entry system – using technology UWVT now has in place – and training in Vermont resources and networks for the Connecticut Infoline 2-1-1 caseworkers by VT 2-1-1 staff. *Id.*

75. VT 2-1-1 is in the process of developing a written emergency plan that will describe the incident command system; address the safety and well-being of staff and their families; clarify the role of VT 2-1-1 before, during, and after community emergencies and disasters;

provide for temporary relocation of operations; and describe the steps needed to resume service as quickly as possible in the event of a disruption of service. *Id.* at 30.

(10) Service Quality Proposal for Measuring Performance

76. UWVT's performance as the 2-1-1 service manager will be determined based on the *AIRS Standards*. *Id.*

77. During the first year of operation of VT 2-1-1, UWVT will measure the quantity and quality of the VT 2-1-1 service delivery, the resource database, reports and measures, cooperative relationships, and organizational requirements according to the service quality measurement plan attached to its petition as Exhibit UWVT-9. *Id.*; exh. UWVT-9.

78. This service quality measurement plan is based on the *AIRS Standards*, which includes outputs and outcomes to be measured; specific indicators; data sources; methods of data collection; who manages the data and how; and who collects the data, how and when. Kraft pf. at 30.

79. The results of these quality assurance procedures will be reported by the program director to the UWVT Board of Directors and the VT 2-1-1 Advisory Board on a quarterly basis. *Id.*

(11) Existence of Another 2-1-1 Service Manager

80. No other service manager is currently designated for 2-1-1 service in Vermont. *Id.*

(12) Proposal is Practical, Cost-Effective and Consistent With the Public Interest

81. UWVT's proposal is practical, cost-effective and consistent with the public interest because it will provide an easy to remember, easy to use, abbreviated dialing code that will enable persons in need to obtain free information and referrals to human service organizations, including community-based and faith-based organizations and government agencies. *Id.*

82. VT 2-1-1 will connect individuals and families with organizations that address community needs, such as adequate and stable housing, utility and food assistance, hospice services, services for the aging, programs for substance abuse, physical or sexual abuse, or

domestic violence, day-care, after school and summer activities, job training and assistance, and disaster recovery. *Id.*

83. VT 2-1-1 will also be an information and referral resource for individuals seeking to volunteer and become involved with their communities. *Id.* at 31-32.

84. The proposed VT 2-1-1 system is practical because it leverages existing information and referral expertise and infrastructure already in place with the United Way GET INFO service. *Id.* at 32.

85. VT 2-1-1 is cost effective because it provides a single repository where comprehensive data on all community services is collected, maintained, and updated regularly, reducing costs and duplication of effort. *Id.*

86. VT 2-1-1 is consistent with the public interest because it provides an easily remembered, accessible entry point to community information and referral services, connecting individuals and families with precise information and social services that address their specific needs, as well as volunteer opportunities. *Id.*

III. CONCLUSION

Board Rule 7.300 requires entities seeking designation as an N11 service manager in Vermont to file a petition with the Board.² The petition must identify the N11 code and the proposed geographic area coverage, and describe the use for the code. In addition, the petitioner is required to provide additional information in order to demonstrate compliance with certain prescribed standards. The standards include: a description of the petitioner's organizational structure; sufficient managerial and technical expertise; a stable funding source; a feasible implementation date; a workable plan for coordination with other N11 service managers in the area; a plan for public outreach; a proposal for routing the N11 calls; a proposal for the mechanism by which the telephone companies will recover costs associated with the system implementation; twenty-four-hour a day availability; and a plan to ensure service quality. Based on the findings above, I conclude that UWVT has demonstrated that it will meet the standards required by Board Rule 7.300. In addition, no party has raised an objection to UWVT's designation as the 2-1-1 service manager throughout Vermont. Accordingly, I recommend that

² Board Rule 7.300 at 7.303C.

the Board designate UWVT as the service manager for 2-1-1 services throughout the State of Vermont, subject to the conditions listed on Attachment A to the Joint Proposal for Decision.

The parties have waived their rights under 3 V.S.A. § 811, to file exceptions and present briefs and oral arguments.

DATED at Montpelier, Vermont, this 19th day of November, 2004.

s/Gregg C. Faber
Gregg C. Faber
Hearing Officer

IV. ORDER

It Is Hereby Ordered, Adjusted, and Decreed by the Public Service Board of the State of Vermont that:

1. The Hearing Officer's findings, conclusion, and recommendations are adopted.
2. The United Way's of Vermont is designated as the service manager for 2-1-1 services throughout the State of Vermont subject to the following conditions:

A. The Vermont 2-1-1 Advisory Board ("Advisory Board") and the Vermont 2-1-1 Collaborative, which oversee and provide recommendations to UWVT in connection with Vermont 2-1-1, shall be comprised of representatives from a broad base of individuals and organizations, including state agencies, community organizations, and corporations. A seat for a representative from the Vermont Agency of Human Services ("AHS") shall be reserved on both the Vermont 2-1-1 Advisory Board and the Vermont 2-1-1 Collaborative.

B. If the Advisory Board determines that AHS, or another entity, is the best organization to serve as the 2-1-1 service manager, and that entity has the capacity and resources to administer and operate the program, UWVT will work with the Advisory Board and the entity to transfer administration and operation of 2-1-1 to that entity.

C. Vermont 2-1-1's referral protocols and procedures will be based on the *Standards for Professional Information and Referral, Requirements for AIRS Accreditation and Operating 2-1-1 Systems*, published by the Alliance of Information and Referral Systems (referred to herein as the "*AIRS Standards*"). Referrals will be offered according to the specific needs of the inquirer, eligibility criteria, geographic proximity, and caller preference – all of which will be determined through an assessment during the call. Where possible and desirable, at least three referrals will be provided to give the inquirer a choice. If services sought by the inquirer are unavailable from service organizations, the Vermont

2-1-1 Information and Referral ("I&R") specialist shall help the caller locate alternate resources.

D. The Vermont 2-1-1 Database Inclusion/Exclusion Policy currently states: "To be included in the Vermont 2-1-1 database, an organization or individual service provider must meet all three of the following general terms of inclusion:

- (1) provides a health or human service for residents of Vermont;
- (2) is licensed or certified, when applicable; and
- (3) has a consistently available contact person, location and telephone number. Access through an answering machine is acceptable."

Services that are available only to members of a certain group or affiliation and organizations that promote or deliver illegal services will not be included in the database. Any changes to this Database Inclusion/Exclusion Policy shall be reviewed with the Department.

E. Whether a service provider receives United Way funding is irrelevant to inclusion/exclusion in the database and to the referral process.

F. Once information about an agency and its programs has been entered into the database, assuming that the database inclusion criteria continue to be met, the information shall be updated by UWVT at least annually.

G. Vermont 2-1-1 I&R services shall be provided by trained I&R specialists who will provide enough information about organizations capable of meeting the identified needs of each inquirer to help the inquirer make an informed choice.

H. Vermont 2-1-1 I&R specialists shall not give advice or make recommendations. I&R specialists may suggest ways the inquirer can advocate for him or herself, when appropriate.

I. I&R specialists shall inform an inquirer about the availability of services to meet his or her needs. I&R Specialists shall not make

recommendations of one particular service provider or program over another, shall not direct the inquirer to a particular service to call first, and shall not talk about any perceived efficacy or quality of benefits or services. I&R specialists shall neither praise nor disparage the services about which information is provided, even if they have personal knowledge or opinions about those services. I&R specialists shall support callers to decide which service to call first by talking with inquirers about their most pressing needs and helping them to identify their priorities based on their own value system.

J. When Vermont 2-1-1 receives a call from a person in crisis, it shall comply with *AIRS Standards* Section I, Standard 2, Criteria 4, which requires I&R services that do not provide a formal crisis intervention service to connect the caller "by prearranged protocols and, if feasible, direct telephone transfer, to an appropriate agency that does. A formal [memorandum of understanding or agreement] shall be in place." Prior to the start-up date, UWVT shall establish transfer protocols and formal agreements with appropriate agencies in Vermont about procedures and policies for handling crisis calls such as domestic violence, mental health and substance abuse emergencies, child abuse, and youth crisis. UWVT shall file on-going status reports with the Department of Public Service on its communications with other organizations and such memoranda of understanding or agreements, as appropriate.

K. UWVT shall consult with law enforcement and other appropriate agencies to get a shared understanding regarding UWVT's duty to report possible criminal conduct or endangerment to law enforcement agencies or social services agencies, if applicable.

L. The external organization with which UWVT contracts to provide after hours coverage must operate in accordance with *AIRS Standards*.

M. UWVT shall add a statement on the 2-1-1 homepage that clearly states that organizations in the database are not limited to organizations funded by individual United Ways in Vermont. UWVT shall also communicate to service

agencies through the request for agency/program information that funding from the local United Way is not required to be included in the 2-1-1 service.

N. UWVT shall not abandon service without the consent of the Public Service Board.

O. UWVT will operate 2-1-1 service at a minimum of 40 hours per week. If UWVT's operations fall below this level, the Department of Public Service may seek an investigation or revocation of UWVT's designation by the Public Service Board as the 2-1-1 service manager.

P. UWVT shall file an annual report with the Public Service Board and the Department of Public Service on or before April 15 of each year summarizing its activity for the past year and its business plan and funding outlook for the coming year.

Dated at Montpelier, Vermont, this 19th day of November, 2004.

<u>s/Michael H. Dworkin</u>)	PUBLIC SERVICE
)	
<u>s/David C. Coen</u>)	BOARD
)	
<u>s/John D. Burke</u>)	OF VERMONT

OFFICE OF THE CLERK

FILED: November 19, 2004

ATTEST: s/Susan M. Hudson
Clerk of the Board

NOTICE TO READERS: This decision is subject to revision of technical errors. Readers are requested to notify the Clerk of the Board (by e-mail, telephone or in writing) of any apparent errors, in order that any necessary corrections may be made.

Appeal of this decision to the Supreme Court of Vermont must be filed with the Clerk of the Board within thirty days. Appeal will not stay the effect of this Order, absent further Order by this Board or appropriate action by the Supreme Court of Vermont. Motions for reconsideration or stay, if any, must be filed with the Clerk of the Board within ten days of the date of this decision and order.