

STATE OF MICHIGAN
BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

In the matter, on the Commission's own motion,)	
regarding the designation of a state 2-1-1)	
coordination agency pursuant to Section 214 of)	Case No. U-14725
the Telecommunications Act.)	
_____)	

At the March 15, 2024 meeting of the Michigan Public Service Commission in Lansing,
Michigan.

PRESENT: Hon. Daniel C. Scripps, Chair
Hon. Katherine L. Peretick, Commissioner
Hon. Alessandra R. Carreon, Commissioner

ORDER

On March 14, 2006, the Commission designated Michigan 2-1-1 (a wholly owned subsidiary of the Michigan Association of United Ways) to serve as the statewide 2-1-1 coordinating agency until March 31, 2007. MCL 484.2214(5). In addition, the Commission granted Michigan 2-1-1 the right to continue to serve as the 2-1-1 coordinating agency for two one-year renewal periods, subject to review and approval by the Commission. The two one-year renewal periods were approved on March 21, 2007, and March 11, 2008, respectively.

On March 18, 2009, the Commission found that Michigan 2-1-1 should continue to serve as the statewide 2-1-1 coordinating agency until March 31, 2010, and granted Michigan 2-1-1 the ability to serve as the statewide 2-1-1 coordinating agency for an additional two years, subject to annual review and approval by the Commission. The Commission approved the renewals on March 18, 2010, and March 17, 2011, respectively. In the latter order, the Commission expressed

its concern that the funding commitments described in Michigan 2-1-1's business plan might not be sustainable and predictable. Therefore, the Commission required that the next annual application due February 1, 2012, include additional information on funding sources. The Commission stated that, as long as Michigan 2-1-1 evidences significant progress in achieving permanent funding and 2-1-1 availability goals, the Commission would look favorably upon Michigan 2-1-1's continued designation as the 2-1-1 coordinating agency. March 17, 2011 order in Case No. U-14725 (March 17 order), p. 2.

On January 27, 2012, Michigan 2-1-1 filed its progress report as required by the March 17 order. Michigan 2-1-1 stated that it made considerable progress toward a fully integrated system, despite the lack of authority to require community resource referral entities to apply for 2-1-1 designation or to participate in the system. The report also cited progress towards implementing a statewide, web-hosted telecommunications routing system.

The Commission issued an order on March 8, 2012 (March 8 order), finding that Michigan 2-1-1's request for designation as the 2-1-1 coordinator for a three-year period should be granted with certain conditions: (1) by January 15 of each year, Michigan 2-1-1 shall file in this docket a letter stating the outcome of its most recently completed internal financial audit; and (2) should any issue arise that would directly or indirectly affect Michigan 2-1-1's ability to continue serving, including issues with regard to funding, programming, or technical difficulties, Michigan 2-1-1 shall notify the Commission Staff (Staff).

Michigan 2-1-1 filed the financial information required by the March 8 order on January 15, 2013, but did not thereafter file further required information until November 6, 2015. In the November 6, 2015 report, Michigan 2-1-1 cited personnel and legal counsel changes as the reason for its unawareness of the requirement to file information for 2014 and 2015. Michigan 2-1-1 filed

consolidated financial reports with the accompanying status report for 2013, 2014, and 2015. On November 19, 2015, the Commission approved Michigan 2-1-1's request to be the designated 2-1-1 statewide coordinating agency for an additional three-year period. That order retained both the reporting requirements and due dates going forward.

On January 31, 2018, Michigan 2-1-1 filed its status report, and requested redesignation as the statewide 2-1-1 coordinating agency for an additional three-year period. Michigan 2-1-1 filed an amended report on March 16, 2018. On March 29, 2018, the Commission approved Michigan 2-1-1's request to be the designated 2-1-1 statewide coordinating agency for an additional three-year period. The order retained past reporting requirements and due dates going forward, but also required Michigan 2-1-1 to file in the docket the results of the latest round of appropriations cited in the January 31, 2018 Michigan 2-1-1 Report as significant sources of funding for the 2018-2019 fiscal year no later than November 15, 2018. Michigan 2-1-1 complied with this requirement and filed the required results of their annual audits on January 14, 2019, January 14, 2020, and January 15, 2021.

On February 1, 2021, Michigan 2-1-1 filed its progress report and requested redesignation as the statewide 2-1-1 coordinating agency for an additional three-year period. Michigan 2-1-1 filed an amended progress report on February 26, 2021. On March 19, 2021, the Commission approved Michigan 2-1-1's request to be the designated 2-1-1 statewide coordinating agency for an additional three-year period. The order retained past reporting requirements and due dates. Michigan 2-1-1 filed the results of their annual audits on January 21, 2022, January 24, 2023, and January 17, 2024. On February 1, 2024 Michigan 2-1-1 filed their progress report and requested another three-year designation as the statewide 2-1-1 coordinating agency. On February 29, 2024,

Michigan 2-1-1 filed an amended progress report. On March 1, 2024, Michigan 2-1-1 filed a second amended progress report (2024 Report).

The 2024 Report provides an update to the Commission since Michigan 2-1-1's last redesignation and describes the demographic use of the services provided, Michigan 2-1-1's growing role in disaster response efforts, current funding levels, future funding considerations, updates on 2-1-1 coverage throughout the state, and changes made to the Michigan 2-1-1 state office staffing levels as a result of their work securing contracts.

As to funding, the 2024 Report indicates that Michigan 2-1-1 has made progress in securing sustainable funding. Michigan 2-1-1 states that it "continues to seek funding from all available sources, both public and private, to meet its goal of building sustained and predictable funding for the statewide system. The amount of funding and the diversity of funders have continued to increase since the last MI211 filing." 2024 Report, p. 8. Michigan 2-1-1 describes its current use of state funds from the Michigan Department of Health and Human Services (MDHHS) and notes that "[s]tate funding has been a reliable and increasing source of support, as state government and MI211 work together to leverage additional resources and improve services to shared customers." 2024 Report, p. 9. The report describes the work that Michigan 2-1-1 has done to obtain funds and in-kind services from the private sector, in addition to funds obtained from government sources and grants, while noting that "[a]n increasing portion of these dollars are contracts for services through MI211, rather than grants or an annual allocation from the State of Michigan." 2024 Report, p. 8. The 2024 Report also discusses Michigan 2-1-1's continued partnership with the U.S. Department of Agriculture's Supplemental Nutrition Assistance Program and describes other state agencies that are beginning to partner with Michigan 2-1-1 for services such as the Michigan State Housing and Development Authority, Michigan Homeowners Assistance Fund, Behavioral

Health and Developmental Disabilities Administration, MDHHS Cancer Prevention and Control Section, and the Children's Services Agency.

The 2024 Report further notes state funding and partnerships which include contracting with MDHHS for their Integrated Services Delivery project, Maternal Child Health hotline, after hours support for the Michigan Veteran Affairs Agency, COVID-19 Response support, and support for the Health Care Marketplace through the Center for Medicaid and Medicare Services. 2024 Report, p. 9. Michigan 2-1-1 also discusses plans to diversify revenue streams over the next few years by leveraging access to their database with community partners involved in health care, behavioral health, emergency management, and more. 2024 Report, p. 16.

While the 2024 Report cites progress toward sustainable support for Michigan 2-1-1, the report also describes the challenges that remain for raising sufficient ongoing funds from local community collaboratives to support regional 2-1-1 service delivery. The report states that, despite some limited service in the past to counties cited in the 2024 status report, Michigan 2-1-1 remains "comfortable continuing to describe services as 'statewide.'" 2024 Report, p. 15. Michigan 2-1-1 indicates that better communicating the value and local return on investment in 2-1-1 will lead to increased support from local and state partners. Michigan 2-1-1 states that enhanced analytics and reporting capacity at Michigan 2-1-1, a better understanding of community needs, improvements in service delivery, and strengthening the local voice in 2-1-1 governance will all help to make this case. 2024 Report, p. 15. While some local funding issues persist, Michigan 2-1-1 has secured funding since 2017 to maintain the community resource database statewide, providing an online searchable database accessible by all Michigan communities. 2024 Report, p. 15.

The 2024 Report also describes many of the developments of Michigan 2-1-1 since the last regular status update. These activities allowed for significant growth of the Michigan 2-1-1 system and led to several major accomplishments as a coordinated system, including establishing 2-1-1 as a front-line crisis response partner, leveraging economies of scale, and engaging in strategic planning. 2024 Report, p. 16. For example, the 2024 Report describes the increasing role Michigan 2-1-1 played in determining disaster-related needs, as well as the integral role in crisis response and volunteer coordination that it played during several flooding and other weather and drinking water related events in the state of Michigan that took place during this reporting period. In addition, during this reporting period, Michigan 2-1-1 developed a “Disaster Clearinghouse” to streamline data management into a single-entry/multiple-output system. 2024 Report, p. 18. The report also details the continued support Michigan 2-1-1 has provided in connecting residents to resources regarding COVID-19, and through the operation of the COVID-19 hotline in coordination with MDHHS. Michigan 2-1-1 has also been appointed to several leadership roles of organizations that assist in emergency relief efforts. 2024 Report, p. 3.

The 2024 Report also outlines how Michigan 2-1-1 has pivoted towards a business planning process better suited to a maturing business since the last status update. As a result, the Michigan 2-1-1 Board of Directors believes that the 2-1-1 system has completed implementation of key components of a coordinated statewide system and continues to build on its success. In 2022, Michigan 2-1-1 hired a Director of Community and Partner Engagement to assist in building one or more Community Information Exchanges to provide more effective, targeted, and collaborative social and health services to its community members. 2024 Report, p. 17. This will allow Michigan 2-1-1 to support existing organizations with connecting their clients to available

services. MDHHS also awarded Michigan 2-1-1 additional funding to build the remaining infrastructure in the 2024 fiscal year budget. 2024 Report, p. 18.

With the submission of the 2024 Report, Michigan 2-1-1 requests that the Commission designate it as the coordinating agency for another three-year period.

The Commission finds that the request for designation as the 2-1-1 coordinator for a three-year period should be granted with certain conditions. First, by January 15 of each year, Michigan 2-1-1 shall file in this docket a letter stating the outcome of its most recently completed internal financial audit. Second, should any issue arise that would directly or indirectly affect Michigan 2-1-1's ability to continue serving, including, but not limited to, issues regarding funding (including lack of state appropriations to Michigan 2-1-1), programming, or technical difficulties, Michigan 2-1-1 shall notify the Staff of the Telecommunications Division. Should the gravity of the situation warrant it, the Commission may revisit the designation granted in this order at any point during the next three years. The next regular progress report shall be due by February 1, 2027. With these conditions, and in accordance with MCL 484.2214(5), the Commission finds that Michigan 2-1-1 should continue to serve as the statewide 2-1-1 coordinating agency until April 30, 2027.

While the Commission recognizes the financial and technological progress described in the 2024 Report, it continues to be concerned that funding commitments remain less than certain. This review and renewal process was initiated to enable Michigan 2-1-1 to actively seek long-term funding sources and to more fully develop interdependent relationships with all human service providers within the state. The Commission seeks to ensure that Michigan 2-1-1 remains viable, effective, and capable of garnering sufficient financial resources to continue to act in its vital role as the statewide 2-1-1 coordinating agency in the future.

By February 1, 2027, Michigan 2-1-1 shall file in this docket a report with current information on funding, advances made regarding 2-1-1 availability in Michigan, and any other relevant information on its status as the Michigan 2-1-1 coordinating agency. At that time, the Commission will consider whether another three-year designation should be authorized.

THEREFORE, IT IS ORDERED that:

A. Michigan 2-1-1 is designated as the statewide 2-1-1 coordinating agency until April 30, 2027, under the conditions outlined in this order.

B. By January 15 of each year, Michigan 2-1-1 shall file a letter in this docket explaining the outcome of its most recently completed internal financial audit.

C. By February 1, 2027, Michigan 2-1-1 shall file updated information on funding, advances made in 2-1-1 availability in Michigan, and any other information relevant to its status as the Michigan 2-1-1 coordinating agency.

D. Should any issue arise that would directly or indirectly affect Michigan 2-1-1's ability to continue serving, including, but not limited to, issues regarding funding (including lack of state appropriations to Michigan 2-1-1), programming, or technical difficulties, Michigan 2-1-1 shall notify the Commission Staff of the Telecommunications Division.

The Commission reserves jurisdiction and may issue further orders as necessary.

Any party desiring to appeal this order must do so by the filing of a claim of appeal in the Michigan Court of Appeals within 30 days of the issuance of this order, under MCL 484.2203(12). To comply with the Michigan Rules of Court's requirement to notify the Commission of an appeal, appellants shall send required notices to both the Commission's Executive Secretary and to the Commission's Legal Counsel. Electronic notifications should be sent to the Executive Secretary at mpscedockets@michigan.gov and to the Michigan Department of Attorney General - Public Service Division at pungpl@michigan.gov. In lieu of electronic submissions, paper copies of such notifications may be sent to the Executive Secretary and the Attorney General - Public Service Division at 7109 W. Saginaw Hwy., Lansing, MI 48917.

MICHIGAN PUBLIC SERVICE COMMISSION

Daniel C. Scripps, Chair

Katherine L. Peretick, Commissioner

Alessandra R. Carreon, Commissioner

By its action of March 15, 2024.

Lisa Felice, Executive Secretary


PROOF OF SERVICE

STATE OF MICHIGAN)

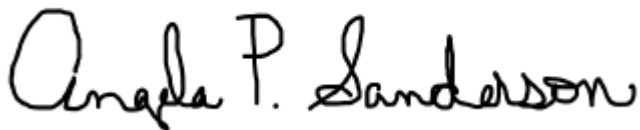
Case No. U-14725

County of Ingham)

Brianna Brown being duly sworn, deposes and says that on March 15, 2024 A.D. she electronically notified the attached list of this **Commission Order via e-mail transmission**, to the persons as shown on the attached service list (Listserv Distribution List).


Brianna Brown

Subscribed and sworn to before me
this March day of 15th 2024.



Angela P. Sanderson
Notary Public, Shiawassee County, Michigan
As acting in Eaton County
My Commission Expires: May 21, 2024

Service List for Case: U-14725

Name	On Behalf Of	Email Address
Michigan 2-1-1 (1 of 2)	Michigan 2-1-1	jennie.pollak@mi211.org
Michigan 2-1-1 (2 of 2)	Michigan 2-1-1	obsolete@mi.gov
Sean P. Gallagher	Michigan 2-1-1	sgallagher@fraserlawfirm.com