

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 12, 2026 meeting of the Michigan Public Service Commission in Lansing,
Michigan.

PRESENT: Hon. Daniel C. Scripps, Chair
Hon. Katherine L. Peretick, Commissioner
Hon. Shaquila Myers, Commissioner

ORDER

On March 14, 2006, the Commission designated Michigan 2-1-1 (a wholly owned subsidiary of the Michigan Association of United Ways, Inc. (MAUW)) 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 in the docket 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 its annual audits on January 21, 2022, January 24, 2023, and January 17, 2024. On February 1, 2024, Michigan 2-1-1 filed its 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. Subsequently, on March 15, 2024, the Commission issued an order in the docket (March 15 order) approving 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.

On December 9, 2025, Michigan 2-1-1 filed a petition to amend its annual audit filing deadline and related timeline dates that were established by the March 15 order redesignating Michigan 2-1-1 as the statewide coordinator for 2-1-1 services. To comply with the requirements of the Commission's March 15 order, Michigan 2-1-1 filed a letter on January 6, 2026 regarding the status of its most recently completed financial audit. Michigan 2-1-1 explained that the audit of its most recently completed fiscal year is underway and is anticipated to conclude February 28, 2026, and if the Commission is amenable to its petition, Michigan 2-1-1 indicates that it is prepared to submit a copy of its Independent Auditor's Report and Financial Statements for the fiscal year ending September 30, 2025, by March 31, 2026. On January 9, 2026, Michigan 2-1-1 filed an amended petition (January 9 petition).

The January 9 petition states that, "[o]n August 21, 2025, the Michigan Association of United Way Board of Directors voted to change its fiscal year to end September 30, rather than end June 30." January 9 petition, p. 4. The January 9 petition also provides that, since Michigan 2-1-1 is a wholly owned subsidiary of MAUW, this determination of organizational change by leadership responsible for Michigan 2-1-1 extends to Michigan 2-1-1's fiscal year and that the basis for changing the fiscal year, in part, is to better align Michigan 2-1-1's fiscal year with its funding sources. *Id.*

In light of the fiscal year change, Michigan 2-1-1 requests that the Commission amend the deadline to submit Michigan 2-1-1's independent auditor report and financial statements from

January 15 each year to March 31, the latter of which is six months after the conclusion of Michigan 2-1-1's new fiscal year as determined by its leadership. Secondly, Michigan 2-1-1 requests that the Commission amend the deadline to file its three-year progress report from February 1, 2027 to May 1, 2027, in order to allow adequate time for Michigan 2-1-1 to complete its audit and file required reports. Lastly, it requests that the Commission to extend its designation as the state 2-1-1 coordinating agency until September 30, 2027 to ensure Michigan 2-1-1, the Commission, and the Staff have time to compile and review reports filed on the amended timeline for both Michigan 2-1-1's annual audit and progress report and to avoid a circumstance where a gap in Michigan 2-1-1's designation as the 2-1-1 coordinating agency might occur. *Id.*, p. 6.

The Commission finds that the request to amend Michigan 2-1-1's reporting timelines based on the changes to its fiscal year should be granted with certain conditions. First, by March 31 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. Should the gravity of the situation warrant it, the Commission may revisit the designation granted in this order at any point during Michigan 2-1-1's designation time period as the state 2-1-1 coordinating agency. The next regular progress report shall be due by May 1, 2027. The Commission also finds merit in extending Michigan 2-1-1's current designation as the statewide coordinating agency to September 30, 2027, to allow the Staff enough time to review the progress reports to make future determinations regarding Michigan 2-1-1's ability to remain 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.

THEREFORE, IT IS ORDERED that:

A. Michigan 2-1-1's designation as the statewide 2-1-1 coordinating agency is extended until September 30, 2027, under the conditions outlined in this order.

B. By March 31 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 May 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 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 LARA-MPSC-Edockets@michigan.gov and to the Michigan Department of the Attorney General - Public Service Division at sheacl@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

Shaquila Myers, Commissioner

By its action of March 12, 2026.

Lisa Felice, Executive Secretary

PROOF OF SERVICE

STATE OF MICHIGAN)

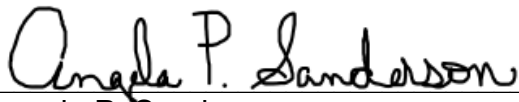
Case No. U-14725

County of Ingham)

Brianna Brown being duly sworn, deposes and says that on March 12, 2026 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 12th day of March 2026.



Angela P. Sanderson
Notary Public, Shiawassee County, Michigan
As acting in Eaton County
My Commission Expires: May 21, 2030

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