

December 10, 2007

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

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MICHIGAN PUBLIC SERVICE  
COMMISSION

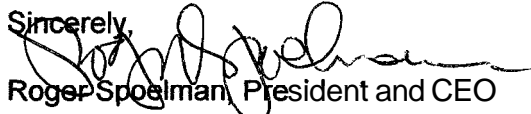
**Re: Case No. U-15469**

To the Executive Secretary:

Mercy General Health Partners understands that Community Access Line of the Lakeshore Inc, (CALL 2-1-1) has filed an application with the Michigan Public Service Commission, Case No. U-15469, requesting assignment of the abbreviated telephone digits 2-1-1 and designation as the information and referral answering point for Mason and Oceana Counties. We are writing to express our support for CALL 2-1-1 and to convey our excitement over what this simple yet vital telephone number will mean for our community. CALL 2-1-1 serves as the single point of **entry** for Mason and Oceana Counties, and they are a critical component of our community's infrastructure for helping individuals plug into the health and human service network. The primary objective of CALL 2-1-1 is to effectively connect people to services. We anticipate that the designation of the 2-1-1 dialing code will further reinforce the importance of linking consumers and services by enhancing the public's ability to reach the **Call Center** in an easy and efficient way.

- CALL 2-1-1 maintains a current, accurate, and detailed community database that allows their Call Specialists to access information on available services.
- CALL 2-1-1 utilizes a pool of Certified **Call Specialists** and highly trained volunteers to effectively handle call volumes.  
CALL 2-1-1's service is available **24/7** and can be accessed by non-English speaking callers as well as callers with hearing or speech impairments.
- CALL 2-1-1 is supported by the West Michigan **Child and Family Leadership Council**, the state-endorsed multipurpose collaborative body for Mason and Oceana Counties.
- CALL 2-1-1 is sustained through multiple funding bodies and represents a public-private collaboration to deliver services.
- CALL 2-1-1 has been instrumental in increasing public access to services while decreasing the number of inappropriate referrals made to community organizations.
- CALL 2-1-1 has enabled Mason and Oceana Counties' local providers to improve tracking of unmet community needs and to strengthen service delivery.

Mercy General Health Partners will **continue** to work with CALL 2-1-1 as the Call Center for Mason and Oceana as it evolves and adapts to the community's needs.

Sincerely,  
  
Roger Spoelman, President and CEO