

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 coordinating)	
agency pursuant to Section 214 of the Michigan)	Case No. U-14725
Telecommunications Act.)	
_____)	

At the March 29, 2018 meeting of the Michigan Public Service Commission in Lansing,
Michigan.

PRESENT: Hon. Sally A. Talberg, Chairman
Hon. Norman J. Saari, Commissioner
Hon. Rachael A. Eubanks, 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.

On January 27, 2012, Michigan 2-1-1 filed its progress report as required by the Commission's March 17, 2011 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, 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, 2012 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 regular status report, and requested re-designation 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.

The 2018 report describes the demographic use of the services provided, current funding levels, future funding considerations, updates on 2-1-1 coverage throughout the state, and changes regarding the organization's governance model.

As to funding, the 2018 report indicates that Michigan 2-1-1 "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." Report, p. 7. Michigan 2-1-1 describes its current use of state funds from the Michigan Department of Health and Human Services (MDHHS) and notes that "State 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." Report, p. 8. The report describes 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. The 2018 report also discusses Michigan 2-1-1's partnership with the US Department of Agriculture's Supplemental Nutrition Assistance Program and touts the success of its plans to capitalize on grant opportunities with the Michigan Health Endowment Foundation, and newly established partnerships with the Michigan Civil Liberties Union and the Cybercrime Support Network of Michigan. The report also notes that the Michigan Association of United Ways and Michigan 2-1-1 are now working to make the case for expanding the use of the Medicaid outreach

match to leverage local United Way and other private investment to generate supplemental revenue. Report, p. 10.

While the report cites “encouraging progress toward sustainable support for MI211,” the report also describes the considerable 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 to counties cited in the Michigan 2-1-1 status report, Michigan 2-1-1 remains “comfortable continuing to describe services as ‘statewide.’” Report, p. 20.

Michigan 2-1-1 indicates that better communicating the value and local return on investment of 2-1-1 will lead to increased support from community partners. Enhanced analytics and reporting capacity at Michigan 2-1-1, 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. Report, p. 20.

The 2018 Michigan 2-1-1 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 assisted in the accomplishment of several major developments, including establishing Michigan 2-1-1 as a front-line crisis response partner, leveraging economy of scale, and engaging in strategic planning. Report, p. 15. For example, the 2018 report describes the role Michigan 2-1-1 played in providing over 60,000 referrals for Flint residents for disaster-related needs, as well as the integral role in crisis response and volunteer coordination Michigan 2-1-1 provided during the Midland County flooding of June 2017. By combining seven regional databases into a single, statewide database with a common set of standards, Michigan 2-1-1 was able to dramatically improve the quality of the database. This led the way for contracts with MDHHS to provide an Integrated Services Delivery project, and upgrade services to include

text messaging as an option for communication with 2-1-1 call centers. The 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. During 2016, stakeholders from across the state participated in an intensive process to develop a plan for coordination among partners and the strengthening of the statewide 2-1-1 system.

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. 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, 2021. In addition to these conditions, Michigan 2-1-1 shall file in the docket no later than November 15, 2018, the result of the latest round of appropriations that the organization cites in the 2018 report as a significant source of funding for the 2018-2019 fiscal year. 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 March 31, 2021.

While the Commission recognizes the financial and technological progress described in the 2018 report, it continues to be concerned that the 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 and effective, and is capable of garnering sufficient financial resources to continue to act as the statewide 2-1-1 coordinating agency in the future.

By February 1, 2021, 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 progress. 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 March 31, 2021, 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, 2021, Michigan 2-1-1 shall file updated information on funding, advances made in 2-1-1 availability in Michigan, and any other relevant information on its progress.

D. No later than November 15, 2018, Michigan 2-1-1 shall 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.

E. 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 mpscedockets@michigan.gov and to the Michigan Department of the 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

Sally A. Talberg, Chairman

Norman J. Saari, Commissioner

Rachael A. Eubanks, Commissioner

By its action of March 29, 2018.

Kavita Kale, Executive Secretary

PROOF OF SERVICE

STATE OF MICHIGAN)

Case No. U-14725

County of Ingham)

Lisa Felice being duly sworn, deposes and says that on March 29, 2018 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).



Lisa Felice

Subscribed and sworn to before me
this March 29 day of March 2018



Steven J. Cook
Notary Public, Ingham County, Michigan
As acting in Eaton County
My Commission Expires: April 30, 2018

Service List for Case: U-14725

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