

Friday, March 03, 2006

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2006 MAR -03 PM 3:59

T.R.A. DOCKET ROOM



Tennessee Regulatory Authority
Attn: Chief Darlene Standley
460 James Robertson Parkway
Nashville, TN 37243-0505

RE: Docket No. 04-00342 and 05-00141

Dear Chief Standley,

TNAIRS has decided to drop its petition to intervene in Helping Hands Home Assistance, Docket 05-00141, according to the mediation on February 16, 2006. TNAIRS has also amended its petition, Docket 04-00342, to include Helping Hands Home Assistance as 2-1-1 provider for Hamblen County. If the TRA decides to invest in the TNAIRS statewide startup plan in Docket 04-00342, TNAIRS will purchase Resource House for HHHA as stated in the attached Amended Petition.

Sincerely,

A handwritten signature in black ink, appearing to read 'Doug Fluegel', is positioned below the word 'Sincerely,'.

Doug Fluegel
State 2-1-1 Director
615-780-2430

**BEFORE THE TENNESSEE REGULATORY AUTHORITY
NASHVILLE, TENNESSEE**

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2006-03-01 09:53

IN RE:

**PETITION OF TENNESSEE ALLIANCE OF
INFORMATION & REFERRAL SYSTEMS
FOR 2-1-1 STATEWIDE COVERAGE**

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T.R.A. DOCKET ROOM

TRA Docket No. 04-00342

AMENDED PETITION FOR 2-1-1 STATEWIDE COVERAGE

The Tennessee Alliance of Information & Referral Systems ("Petitioner") respectfully submits this Amended Petition for 2-1-1 statewide coverage for the purpose of providing health and human services information and referral to citizens in Tennessee. On 11/22/2004, TNAIRS filed a petition for 2-1-1 Collaborative Designation which also included a plan for statewide coverage and a budget for startup costs. On 11/29/2005, TNAIRS submitted an Amended Petition that addressed several concerns raised by the TRA. This Amended Petition includes a new provider in Hamblen County, Helping Hands Home Assistance (HHHA), and a revised budget to purchase Resource House software for this new provider. TNAIRS is including HHHA as the result of a mediation led by the TRA in Knoxville, TN, on February 16, 2006.

INTRODUCTION

1. Petitioner is a charitable not-for-profit corporation. Tennessee Alliance of Information & Referral Systems' (TNAIRS) principal place of business is in Nashville, TN.
2. TNAIRS is a membership organization representing professional information & referral agencies in Tennessee, including agencies currently providing 2-1-1 services in Chattanooga, Kingsport, Nashville, and Memphis. United Ways of Tennessee is a member of TNAIRS and all of the current 2-1-1 call centers receive funding through their local United Way.

DESIGNATION SOUGHT

3. Petitioner seeks funding for 2-1-1 startup based on the plan to cover all 95 counties outlined in this petition. The budget attached represents the expected startup costs.

STANDARD FOR GRANT OF PETITION

4. On May 24, 2004, Governor Phil Bredesen signed and approved Chapter No. 762, The Calling for 2-1-1 Act. This legislation allows the TRA to invest up to \$400,000 in statewide 2-1-1 startup costs if the 2-1-1 Collaborative (TNAIRS) submits a plan to cover all parts of the state.

REASONS SUPPORTING DESIGNATION AS 2-1-1 COLLABORATIVE

5. Petitioner represents both current and future 2-1-1 call centers in Kingsport, Chattanooga, Nashville, Columbia, Murfreesboro, Memphis, Tullahoma, Jackson, Johnson City, Clarksville, and Hamblen County.
6. Petitioner is the state affiliate of the Alliance of Information & Referral Systems (AIRS). As such, petitioner exists to improve access to services for all people through the mechanism of information & referral and subscribes to standards set forth by the National 2-1-1 Coalition (AIRS and United Way of America). Petitioner also understands and agrees to abide by the FCC guidelines for 2-1-1 provision.
7. Petitioner, in alignment with the national 2-1-1 coalition, seeks to provide information and referral services through local agencies whenever possible. This petition recommends 2-1-1 call centers operate in the following locations: Hamblen County, Kingsport, Johnson City, Chattanooga, Tullahoma, Nashville, Murfreesboro, Columbia, Clarksville, Jackson, and Memphis. TNAIRS members currently operate 2-1-1 call centers in Kingsport, Chattanooga, Memphis, and Nashville. Melissa Watts, current TNAIRS President, leads the Nashville 2-1-1 call center. The 2-1-1 call center in Memphis is operated by

Ron Reid, President Emeritus of TNAIRS and Audrey May, current Vice President of TNAIRS. Diane Collins, TNAIRS Treasurer, leads the Chattanooga 2-1-1 call center. Sharon Russell, TNAIRS Secretary, is the Knoxville-Knox County Community Action Committee/Office on Aging, Senior Citizens Information & Referral Services Program Manager. In addition to the above Officers, the TNAIRS board includes Doug Fluegel, Director of 2-1-1 and Government Relations for United Way of Metropolitan Nashville (Nashville 2-1-1) and 2-1-1 Statewide Director (named by TNAIRS and United Ways of Tennessee); Tina Benson, Program Director of Crisis Center, Family & Children's Service (Nashville 2-1-1); Jerry Blasingame, TN Commission on Aging & Disability; Lynn Sorrell (Kingsport 2-1-1); Barbara Monty, Knoxville-Knox County Community Action Committee/Office on Aging, Senior Citizens Information & Referral Services; and Dwight MacPherson (Johnson City 2-1-1).

8. Petitioner's members have a long history of providing information and referral services to communities in Tennessee.

9. Petitioner's plan to cover all parts of the state (see map in appendix):

The Kingsport call center, Contact-Concern of NE TN, Inc, will cover Hawkins, Sullivan, and Johnson Counties.

The Hamblen County call center, Helping Hands Home Assistance, will cover Hamblen County.

The Johnson City call center, Contact Ministries, will cover Greene, Washington, Unicoi, and Carter. The TRA has approved Johnson City 2-1-1's petition but Johnson City made the decision to stop receiving 2-1-1 calls due to the high number of phantom calls. New

telecommunications equipment will solve this problem and allow Johnson City to resume 2-1-1 service for these counties.

The Chattanooga call center, United Way of Chattanooga, will cover Hamilton, Polk, McMinn, Bradley, Meigs, Rhea, Bledsoe, Sequatchie, Marion, and Grundy.

The Tullahoma call center, Contact Lifeline, will cover Coffee, Bedford, Moore, and Franklin.

The Nashville call centers (Family & Children's Service and The Family Center), currently answer 2-1-1 calls from 11 counties in Middle Tennessee: Davidson, Williamson, Rutherford, Sumner, Robertson, Cheatham, Wilson, Maury, Cannon, Trousdale, and Dickson. Nashville 2-1-1 also answers 2-1-1 calls from nine counties surrounding Knoxville: Knox, Blount, Sevier, Jefferson, Grainger, Union, Anderson, Roane, and Loudon. Nashville 2-1-1 will add 34 counties to its coverage area: Benton, Campbell, Chester, Claiborne, Clay, Cocke, Cumberland, Decatur, DeKalb, Fentress, Giles, Hancock, Hardin, Henry, Hickman, Humphreys, Jackson, Lawrence, Lewis, Lincoln, Macon, Marshall, Monroe, Morgan, Overton, Perry, Pickett, Putnam, Scott, Smith, Van Buren, Warren, Wayne, and White.

The Clarksville call center, Clarksville Crisis Call-Line, will cover Montgomery, Stewart, and Houston.

The Memphis call center, LINC, covers Shelby, Fayette, Tipton, and Lauderdale. Memphis 2-1-1 will add Lake and Obion Counties.

The Jackson call center, United Way of West Tennessee, will cover Madison, Carroll, Henderson, McNairy, Hardeman, Haywood, Crockett, Dyer, Gibson, and Weakley.

10. In support of this amended Petition, Petitioner would show as follows:

- a. Financial status: TNAIRS members included in this plan will be responsible for providing ongoing funding for their own call centers. Each TNAIRS member raises

money through some or all of the following: fundraising events, United Way allocations, and government support. Call centers accept the burden of ongoing financial support and understand that the TRA will not provide ongoing financial support.

- b. Technical ability: The TRA has already designated the 2-1-1 dialing codes in Knoxville, Kingsport, Johnson City, Chattanooga, Nashville, Murfreesboro, Columbia, and Memphis and has deemed these centers technically competent. Additional centers include Contact Lifeline of Tullahoma which currently runs an information & referral line for Coffee, Franklin, Moore and Bedford Counties; Clarksville Crisis Call-Line, which currently runs an information & referral line for Montgomery, Stewart, and Houston Counties; Helping Hands Home Assistance, which runs a specialty information & referral line for seniors and will answer 2-1-1 calls in Hamblen County; and United Way of West Tennessee, which currently answers information & referral questions for 10 counties in West Tennessee. TNAIRS supports local call centers for 2-1-1 whenever possible because they are closer to the agencies given as referrals and can provide better help to local citizens.
- c. Managerial capability: Again, the TRA has already approved applications from 2-1-1's in Knoxville, Kingsport, Johnson City, Chattanooga, Nashville, Murfreesboro, Columbia, and Memphis. The new call centers in Tullahoma, Clarksville, Cookeville, Hamblen County, and Jackson would show:
 - i. The Tullahoma Contact Life Line Center has been providing local information and referral since July 1981. The Executive Director, Sharon Johnson has over four years of information and referral experience. Sharon started with Contact as the Volunteer Coordinator working with over 130

volunteers, professionals and agencies in four counties. Contact has a 12-member board of directors comprised of local leaders, and counselors from the counties they serve.

- ii. The Clarksville Center, Clarksville Crisis Call-Line (CCC), started in 1987 and has been providing local information & referral since 1990. The manager, Terrie Williams, has led the organization since 1988. Terrie has a Bachelors in Social Work from Austin Peay State University. CCC has an 18-member board made up of area leaders and volunteers. Terrie supports three part-time staff with combined I&R experience of over 30 years.
- iii. The Jackson Center, United Way of West Tennessee, has been providing local information & referral since 1941. The manager, Barry Matthews, has eight years of information & referral experience and leads the United Way of West Tennessee. Previously, he was Executive Director of the Southwest Tennessee Development District / Area Agency on Aging, a regional resource of information and programs for older adults.
- iv. The Hamblen County Center, Helping Hands Home Assistance, will provide 2-1-1 service in Hamblen County. TNAIRS and HHHA entered into a Mediation Agreement on 2/16/06, a copy of which is attached. Said Mediation was at the request of the TN Regulatory Authority and was suggested as a means to resolve the dispute created by HHHA's Petition for 211 Utility Allocation in East Tennessee (**Docket 05-00141**) and TNAIRS Petition to Intervene in said docket. As a result of said Mediation, HHHA agreed to amend their Petition to seek 2-1-1 designation only in Hamblen County and not to seek 2-1-1 service in Campbell, Claiborne, Cocke,

Hancock, Monroe, Morgan and Scott Counties. TNAIRS, in return, agreed to dismiss its intervention as to Hamblen County. Pursuant to said Mediation Agreement and the other terms contained therein, TNAIRS hereby requests that its Petition to Intervene in docket # 05-00141 be dismissed and that the Authority enter an order incorporating the terms of the Mediation Agreement, including designating HHHA as the 2-1-1 provider in Hamblen County and TNAIRS as the 2-1-1 provider in Campbell, Claiborne, Cocke, Hancock, Monroe, Morgan and Scott Counties.

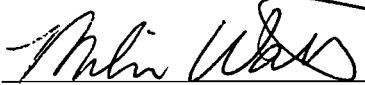
- d. Statewide coverage: TNAIRS will arrange central office switching with incumbent local exchange providers throughout the state with the exception of the Hamblen County call center. HHHA will be responsible for central office switching in Hamblen County. Each central office will forward 2-1-1 calls to the local 2-1-1 center by 10-digit local numbers or 800 numbers. Timing depends on the TRA's timeline in investing the startup money and on the ILEP's time to make the switching changes. Complete coverage will also depend on installation of equipment to minimize the phantom call effect. Installation of Nortel Business Communication Manager systems in many sites will solve this problem and ensure future compatibility of all phone systems for a statewide network. BellSouth Equipment Sales has provided the quotes for installing these systems but timing for installation and training will vary by site. Thus, it is impossible to give an estimated time for each county's connection to 2-1-1.
- e. TNAIRS Members: see member list, appendix C.
- f. Start-up expenses: see budget, appendix A.

CONCLUSION

10. Petitioner respectfully requests that the TRA approve this plan to cover all counties in Tennessee with 2-1-1 service. We also ask that the TRA allocate funding according to the attached budget to defray startup costs. TNAIRS also requests that the TRA utilize United Way of Metropolitan Nashville as the fiscal agent for these startup costs. TNAIRS is a membership organization with no staff to handle large grants. United Way of Metropolitan Nashville has agreed to act as fiscal agent.

Respectfully submitted,

Date: March 2, 2006

A handwritten signature in black ink, appearing to read 'Melissa Watts', is written over a horizontal line.

Melissa Watts, President
TNAIRS
PO Box 40752
Nashville, TN 37204
(615) 298-3359

Appendix A Proposed expenditures for Tennessee statewide 2-1-1 coverage: \$400,000

Telecommunications equipment: \$115,762

Equipment is needed at Johnson City, Tullahoma, Jackson, and Clarksville to provide automatic call distribution (ACD) and protection from phantom calls. ACD features will help call centers hold callers in queue for the next available agent. Phantom calls are alleviated by a front-end custom call routing that requires callers to press a button to continue. The equipment is Nortel Business Communication Manager Model 50. We chose this equipment because it has been installed successfully in the Middle Tennessee 2-1-1 and we want all centers to have compatible equipment. Kingsport's current phone system is compatible with the other centers and they will keep their current phone system but need an upgrade to eliminate phantom calls and two additional phones. Nashville needs additional seat licenses because the 2-1-1 call center will hire new associates and use some seat licenses so that agents can answer calls from home in the event of an emergency.

Chattanooga needs software for their current phone system so they can run call center reports on service level, calls answered, abandoned, etc. They also do not have the ability to route calls based on skill set or automatically distribute calls to the next available agent.

Headsets for telephone agents are also included in this quote. The headsets are from Libertel Associates and there are two models. Headsets going to new call centers (Jackson, Clarksville, Johnson City, Kingsport, and Tullahoma) are DuoSet Monaural Polaris and work with the Nortel phones at each call center. The 10 headsets for Nashville are part of our plan to offer 2-1-1 coverage in the event of an emergency that keeps operators from getting to work. These headsets plug into USB ports on computers at the agent's home and calls are answered VOIP via DSL connections.

Quotes for all telecommunications equipment can be found in Appendix D.

Database software and creation: \$190,584

In order to meet AIRS standards, we will install Resource House software (from Northlight Software) at locations that are not currently using AIRS-compliant software. These locations are Jackson, Johnson City, Kingsport, Clarksville, Hamblen County, and Tullahoma. This software helps each call center maintain a list of resources in the area. The cost is \$6,000 per site. Some call centers are significantly expanding their coverage area and will require one-time labor hours to locate and document resources in outlying counties. Other call centers need to migrate their existing data from another software program. Nashville 2-1-1 has the most experience creating databases and we used their estimate to determine the costs for each county. 48 counties will require resource research and data entry at a cost of \$2,712 per county. 23 counties will require data entry into Resource House at a cost of \$904 per county. The Nashville 2-1-1 database cost estimate is attached as Appendix E.

Computers: \$16,527

Several agencies are running on old computers that will not support the Resource House software. Others are hiring more staff due to increased call volume and will need computers for the new staff. We will purchase 21 computers from Dell and the estimate is in Appendix F. We deducted the tax from the estimate because we are a nonprofit.

Central Office Switching: \$40,981

Each central office in TN that has not already been programmed for 2-1-1 will require programming to send the calls to the local call center. Doug Fluegel made attempts to contact people at each ILEP. A list of costs per central office is attached. Some do not charge. Some charge according to the BellSouth tariff. Some did not return Doug's calls or emails. For those that did not

return Doug's calls, we have included a variable amount based on the average cost per ILEP. See detail in Appendix G.

Quality Monitoring: \$1,255

Nashville, Chattanooga, Jackson, Johnson City, and Kingsport will purchase monitoring systems that will allow call recording for quality purposes. Memphis already has quality monitoring equipment and the other call centers elected not to record calls. Estimate in Appendix H.

Project Management: \$27,691

Doug Fluegel is the 2-1-1 State Director in title but his pay comes from United Way of Metropolitan Nashville. To complete the setup of 2-1-1 for statewide coverage will take a significant portion of his time and include site visits. United Way of Metropolitan Nashville will administer this grant which will require additional staff time in Finance and Accounting.

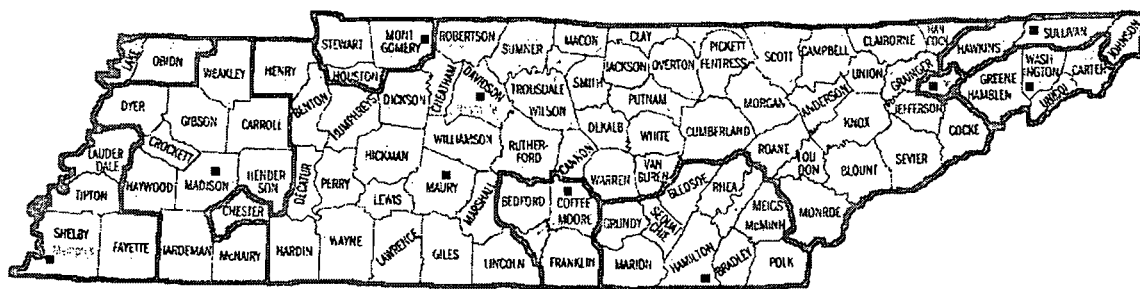
TTY: \$9,480

Nortel Business Communications Manager does not offer ACD queuing for TTY callers so the Nashville 2-1-1 site developed a workaround that costs \$395 per agent (24 agents statewide). This allows TTY callers to dial 2-1-1, press 3 to be placed into queue, and the 2-1-1 agent can use their computer as a TTY machine to help the deaf caller. Two pieces of equipment are required: a Konnex Office Konnector and Nextalk modem/software. Estimate Appendix I.

Line-item Budget by Location

	Phone	Headsets	Computers	CO	Quality	Software	Data Input	TTY	Total
Call Center									
Chattanooga	63,043		2,361		251		18,984	600	\$ 85,239
Jackson	13,482	268	787		251	6,000	27,120	600	\$ 48,508
Johnson City	9,283	268	787		251	6,000	3,616	600	\$ 20,805
Kingsport	5,197	268	1,574		251	6,000	2,712	600	\$ 16,602
Memphis							9,040	1,500	\$ 10,540
Clarksville	9,283	268	2,361			6,000	2,712	600	\$ 21,224
Nashville & Knoxville	2,458	700	7,870		251		86,784	2,100	\$ 100,162
Tulahoma	10,977	268	787			6,000	3,616	600	\$ 22,248
Hamblen						6,000			\$ 6,000
Total	113,723	2,040	16,527	40,981	1,255	36,000	154,584	7,200	\$ 372,309
Project Mgt	\$ 27,691								
Grand Total	\$ 400,000								

Appendix B Proposed Coverage Map



West Tennessee call centers:

1. Memphis 2-1-1 (Memphis Library Information Center) will cover Shelby, Tipton, Lauderdale, Fayette, Lake, and Obion Counties
2. Jackson 2-1-1 (United Way of West Tennessee) will cover Weakley, Dyer, Gibson, Carroll, Crockett, Haywood, Madison, Henderson, Hardeman and McNairy Counties

Middle Tennessee call centers:

1. Clarksville 2-1-1 (Clarksville Crisis Center) will cover Montgomery, Stewart, and Houston Counties.
2. Nashville 2-1-1 (Family & Children's Service in Nashville and The Family Center in Columbia) will cover Davidson, Williamson, Rutherford, Sumner, Cheatham, Robertson, Wilson, Maury, Cannon, Trousdale, Dickson, Knox, Blount, Sevier, Jefferson, Grainger, Union, Anderson, Roane, Loudon, Benton, Campbell, Chester, Claiborne, Clay, Cocke, Cumberland, Decatur, DeKalb, Fentress, Giles, Hancock, Hardin, Henry, Hickman, Humphreys, Jackson, Lawrence, Lewis, Lincoln, Macon, Marshall, Monroe, Morgan, Overton, Perry, Pickett, Putnam, Scott, Smith, Van Buren, Warren, Wayne, and White Counties.
3. Tullahoma 2-1-1 (Contact Lifeline) will cover Coffee, Moore, Franklin, and Bedford Counties

East Tennessee call centers:

1. Chattanooga 2-1-1 (United Way of Chattanooga) will cover Marion, Grundy, Sequatchie, Bledsoe, Hamilton, Rhea, Meigs, McMinn, Bradley, and Polk Counties
2. Kingsport 2-1-1 (Contact-Concern) will cover Hawkins, Sullivan, and Johnson Counties.
3. Johnson City 2-1-1 (Contact Ministries) will cover Greene, Washington, Carter, and Unicoi Counties.
4. Hamblen County 2-1-1 (HHHA) will cover Hamblen County

Appendix C TNAIRS Membership List

TNAIRS Membership (Agency Members, followed by Associate Members) Updated July 25, 2005

Member Name	Member Reps	Address	Email and website	Telephone/FAX
Aging Commission of the Mid-South	Carla Mitchell Kathryn Coulter	2670 Union Ext., Suite 1000 Memphis, TN 38112	cmitchell@agingcommission.org kcoulter@agingcommision.org www.agingcommission.org	901-324-3399 901-327-0931 F
Area Agency on Aging & Disability, East TN	Aaron Bradley Gary Bolduc	9111 Cross Park Drive, Suite D-100 Knoxville 37923	ABradley@ethra.org GBolduc@ethra.org ETAAA@ethra.org www.ethra.org	865-691-2551 866-836-6678 865-531-7216 F
Area Agency on Aging & Disability, First TN	Daris Morgan Lorrie Wilson	207 North Boone St Suite 800 Johnson City 37604	dmorgan@ftaaa.org lwilson@ftaaa.org www.ftaaa.org	423-928-0224 423-926-8291 F
Area Agency on Aging & Disability, Greater Nashville Regional Council	Diane Schlaufman	501 Union Street 6 th Floor Nashville 37219-1705	dschlaufman@gnrc.org www.gnrcaaad.org	615-862-8828 615-862-8840 F
Area Agency on Aging & Disability, Northwest Area	Julie C. Jones	124 Weldon Drive Martin 38237	jjones@charterbn.com	731-587-4023 731-587-6744 F
Area Agency on Aging & Disability, Southeast TN	Julia Axley Katherlyn Geter	PO Box 4757 Chattanooga 37405	jaxley@sedev.org www.setaaad.org	423-424-4256 423-424-4225 F
Area Agency on Aging and Disability, Southwest TN	Shelley Matthews Dorothy Montague Lori Swank	27 Conrad Drive Suite 150 Jackson 38305	smathews@swtdd.org dmontague@swtdd.org lswank@swtdd.org	731-668-6967 731-668-6418 731-668-6438 F
Area Agency on Aging and Disability, Upper	Juanita Pierce Jennifer Schabert	1225 South Willow Ave	jpierce@ucdd.org jschabert@ucdd.org	931-432-4111 931-432-4267 F

Cumberland		Cookeville 38506	www.ucdd.com	931-432-8112 F
Clarksville Crisis Center/Clarksville-Montgomery County Crisis Intervention Center	Terrie Williams	PO Box 212 Clarksville 37041	inacrisis@peoplepc.com	931-648-1000 931-552-4636 931-647-8099 F
Contact-Concern of Northeast TN, Inc.	D. Lynn Sorrell Jerillyn Gray	P. O. Box 3336 Kingsport 37664	contactconcern@chartertn.net jmgray1@charter.net www.contactconcern.org	423-246-2273 423-247-7761 F
Contact Ministries	Dwight MacPherson Becki Persinger	PO Box 1403 Johnson City 37605	contactministriesstaff@yahoo.com www.contactministries.org	423-926-0140 423-926-0145 F
Contact Lifeline of the Highland Rim	Sharon Johnson	PO Box 1614 Tullahoma 37388	contactlifeline@midtnn.net	931-455-7150 931-455-3440 F
Crisis Center, Inc	Tina Benson Melissa Watts Danielle Taylor	PO Box 40752 Nashville 37204	tina@crisiscntr.org melissa@crisiscntr.org danielle@crisiscntr.org www.crisiscntr.org	615-298-3359 615-383-9714 F
East TN Information & Referral	Marion Ferrill Gary Young	PO Box 33002 Knoxville, 37930	tferrill@tenet.net gyoung@covhlth.com www.211easttn.net	865-938-6214 865-938-6211 865-380-2324
Elmcroft Assisted Living	Tim Martin Nancy Aldinger	911 Old Humboldt Road Jackson 38305	tmartin@elmcroftal.com	731-664-7787 731-664-7704 F
Grace House of Memphis	Diane White Sharon Trammell	329 N. Bellevue Memphis 38105	dianewgracehouse@aol.com www.gracehouse.org	901-722-8460 901-722-9023 F
Helping Hands Home Assistance	Chris Middlebrook	P.O. Box 3712, Knoxville 37927	chrismi@bellsouth.net info@helpinghandshomeassistance.org www.helpinghandshomeassistance.org	865-692-5258 865-692-5047 F
Knoxville-Knox County Community Action Committee/Office on	Barbara H. Monty Sharon Russell	PO Box 51650 Knoxville 37950-1650	bmonty@knxcac.org srussell@knxcac.org	865-524-2786 865-546-6262 865-546-0832 F

Committee/Office on Aging/Senior Information & Referral Service				
LINC/Memphis Public Library & Information Center	Ron Reid Audrey May	3030 Poplar Avenue Memphis 38111	reidr@memphislibrary.org maya@memphislibrary.org www.memphislibrary.org	901-415-2718 901-323-7208
Methodist Hospice	Renee Dillard Mary Elizabeth Jones	6423 Shelby View Dr Suite 103 Memphis 38134	dillardr@methodisthealth.org jonemar@methodisthealth.org www.methodisthealth.org	901-380-8169 901-380-8170 F
Metropolitan Inter-Faith Association (MIFA)	Caprice Snyder Phyllis Phillips	910 Vance Ave. Memphis 38126	csnyder@mifa.org pPhillips@mifa.org www.mifa.org	901-529-4577 901-529-4500 F
Prevent Child Abuse TN	Carla Snodgrass Kristen Rector	1120 Glendale Lane Nashville 37204	crsnodgrass@earthlink.net www.pcat.org	615-383-0994 615-383-6089 F
Senior Services/ Generations, Inc.	Dorothy Bogard Deloris Walker	4700 Poplar Avenue Memphis 38117	Dorothy_Bogard@enablinglives.org www.memphis seniors.com	901-766-0600 901-766-0699 F
TN Commission on Aging & Disability	Jerry Blasingame Nancy Brode	500 Deaderick Street Suite 825 Nashville 37243-0860	Jerry.Blasingame@state.tn.us www.state.tn.us/comaging	615-741-2056 615-741-3309 F
TN Disability Pathfinder	Carole Moore-Slater Melissa Fortson	Vanderbilt University Kennedy Family Outreach Center 1810 Edgehill Ave Nashville 37212.	carole.moore-slater@vanderbilt.edu melissa.fortson@vanderbilt.edu www.familypathfinder.org	615-322-8529 800-640-4636
United Way of Greater Chattanooga/First Call for Help	Diane Collins Toya Cobb	PO Box 4070 Chattanooga 37405	dscollins@cnpchatt.org toyacobb@cnpchatt.org www.cnpchatt.org	423-265-8000 423-752-0354 F
United Way of Metro Nashville	Doug Fluegel Phil Orr	250 Venture Circle Nashville 37228	doug.fluegel@unitedwaynashville.org www.unitedwaynashville.org	615-780-2430 615-780-2426 F
United Way of Putnam County	Melinda James Randy Robbins	18 North Madison Ave, Suite 100	melinda@unitedwayputnam.org	931-526-2723 93-528-4265 F

		Cookeville 38501		
United Way of Rutherford County/First Call for Help	Betsey Turner	836 Commercial Ct Murfreesboro 37129	betsey.turner@uwrutherford.org	615-907-1154 615-849-5909 F
United Way of West TN	Barry Matthews	PO Box 2086 Jackson, TN 38302	matthews@unitedway.tn.org	(731) 422-1816
United Ways of Tennessee	Julie Denning Mark Desmond	103 Hazel Path Court, Suite 5 Hendersonville 37075	idenninguwn@bellsouth.net mark.desmond@uwnashville.org www.uwn.org	615-264-8986 615-826-2933 F
ASSOCIATE MEMBERS				
Bowen, Rochelle		National Care Facility P. O. Box 613243 Memphis 38101	RBowen2965@aol.com	901-859-7376 901-365-4060 F
Jacobs, Deborah		TN Dept. of Children's Services/CCSA 1407 Union Ave. Suite 1300 Memphis 38104	Deborah.Jacobs@state.tn.us	901-543-4610 901-543-4664 F

TNAIRS Board of Directors
2005-2006 updated 7/25/05

Name	Organization	Address	City, Zip	E-mail	Telephone
Tina Benson	Crisis Center	PO Box 40752	Nashville 37204	tina@crisiscntr.org	615-724-1337
Jerry Blasingame	TN Commission on Aging & Disability	500 Deaderick Suite 825	Nashville 37243	jerry.blasingame@state.tn.us	615-741-2056
Diane Collins Treasurer	United Way of Greater Chattanooga/First Call for Help	630 Market Street	Chattanooga 37405	dscollins@cnpchatt.org	423-752-0357
Doug Fluegel	United Way of Metro Nashville	250 Venture Circle	Nashville 37228	dloug.fluegel@unitedwaynashville.org	615-780-2430
Audrey May Vice-president	LINC/Memphis Public Library & Information Center	3030 Poplar Avenue	Memphis 38111	maya@memphislibrary.org	901-415-2718
Dwight MacPherson	Contact Ministries	PO Box 1403	Johnson City 37605	contactministriesstaff@yahoo.com	423-926-0140
Barbara Monty	Knoxville-Knox County CAC/Office on Aging Senior Information & Referral Service	PO Box 51650	Knoxville 37950-1650	bmonty@knxcac.org	865-524-2786
Ron Reid Pres. Emeritus	LINC/Memphis Public Library & Information Center	3030 Poplar Avenue	Memphis 38111	reidr@memphislibrary.org	901-415-2716
Sharon Russell Secretary	Knoxville-Knox County CAC/Office on Aging Senior Information & Referral Service	PO Box 51650	Knoxville 37950-1650	srussell@knxcac.org	865-546-6262
Lynn Sorrell	Contact-Concern of Northeast TN	PO Box 3336	Kingsport 37664	contactconcern@chartertn.net	423-246-2273
Melissa Watts President	Crisis Center	PO Box 40752	Nashville 37204	melissa@crisiscntr.org	615-298-3359

Appendix D: Telecommunications Costs

Headsets:

LIBERTEL

XLIBERTEL ASSOCIATES
283 Swanson Drive
P.O. Box 506
Dresden, TN 38225

Quotation

Quote Number:
QUOTE110205-01

Quote Date:
Nov 2, 2005

Page:
1

Quoted to:

UNITED WAY OF NASHVILLE
250 VENTURE CIRCLE
ATTN: DOUG FLUEGEL
NASHVILLE, TN 37228

Customer ID	Good Thru	Payment Terms	Sales Rep
532925	12/2/05	Net 30 Days	C

Quantity	Item	Description	Unit Price	Extension
10.00	DSP400	DSP400	69.97	699.70
10.00	P141N-U10P	DuoSet Monaural Polaris AT NSN QUOTE ONLY E-MAIL TO DOUG.FLUEGEL@UNITEDWAY NASHVILLE.ORG	134.00	1,340.00
			Subtotal	2,039.70
			Sales Tax	
			Total	2,039.70

283 Swanson Drive • P.O. Box 506 • Dresden, TN 38225
Voice (731) 364-5045 • (800) 748-8535 • Fax (731) 364-2719 • email: libertel@libertelassociates.com

Appendix E: Middle TN plan for database expansion

Plan for Database Increase to Total 55 County Area

55	Total number of counties
11	Counties in current main Nashville service area
6	Counties in Nashville outer area (have some resources, but needs work)
- 9	Counties in current Knoxville service area
<u>29</u>	Counties needing to be added

Estimated time to complete per county (if 1 person):

1 week – research on county

1 week – contact agencies

+ 1 week – data entry

3 wks x 29 counties = 87 wks to complete project

** If 3 people on project full time, will take 32 weeks total

Breakdown of time:

2 weeks – advertise, interview, hire, computer/phone set up

1 week – hire & train

29 weeks – complete work (3 weeks per county)

Cost Estimate for Service of 55 County Area (used Youth Services Project as model)

Salaries:

3 full time @ \$12 per hour, 32 weeks	46,080
Supervision & Project Coordinator (33% Danielle)	11,520
Fringe (25%)	9,240
Publications (newspapers & phonebooks)	3,000
Travel Expenses & Mileage	4,000
Supplies (paper & ink)	4,500
Postage	300

+
\$78,640

Total Costs

Extrapolation for full statewide model: $\$78,640/29 = \$2,712$ per county. Some call centers already have data for their counties but need to enter the data into Resource House @ 1/3 the price = \$904 per county. Chattanooga is adding 7 counties to their coverage area: $7 * \$2,712 = \$18,984$. Memphis is adding 2 counties: $2 * \$2,712 = \$5,424$. Jackson is adding 10 counties: $10 * \$2,712 = \$27,120$. Kingsport requires data entry for 3 counties: $3 * \$904 = \$2,712$. Johnson City data entry for 4 counties: $4 * \$904 = \$3,616$. Clarksville data entry for 3 counties: $3 * \$904 = \$2,712$. Tullahoma data entry for 4 counties: $4 * \$904 = \$3,616$. Memphis also needs to enter data for 4 counties in their current coverage area at \$3,616. Knoxville needs to input data into Resource House for 9 counties at \$8,136.

Appendix F: Estimate for 21 Dell computers

Appendix G: Estimate for Central Office Switching

BellSouth estimate: \$32,804 (the original estimate included \$53,154 for all central offices in the state but offices have already been switched in Nashville, Memphis, Knoxville, and Chattanooga metro areas)

Ardmore estimate: \$0

Ben Lomand Rural: \$465

Bledsoe Telephone: \$1,139

Century Adamsville: \$1,917

Century Claiborne: est \$389.38 (did not reply)

Crockett: est \$389.38 (did not reply)

Frontier: \$230

Highland Telephone: \$0

Humphreys: \$230

Loretto: \$58.50

Millington: \$230

People's: est \$389.38 (did not reply)

Scott: \$230

Sprint: \$1,200

Tellico: \$230

TN Telephone: \$230

Twin Lakes: \$0

United: \$230

West KY: \$230

West TN: est \$389.38 (did not reply)

Yorkville: \$0

Total: \$40,981.03

Calculation for ILEP's who did not reply to requests for Central Office Switching Charges: removing BellSouth, there are 21 ILEP's that will need to activate Central Offices. Four did not reply with a cost so we divided the total costs for those who did reply by 17. The average cost per company is \$389.38. We estimate the cost to switch central offices for those companies that didn't reply to be \$389.38 per company.

Appendix H: Estimate for quality monitoring



Welcome to

OMNICON Electronics

UC-02B	2 channel TeleCorder , voice logging recorder, records directly to PC via USB connection	220 00
TSA-SLM	Handset adapter, connects phone handset to recorder, ON/OFF switch, 25' output cable.	31 00

Total: \$251 per site

Appendix I: Estimate for TTY costs



70010 - Office Konnector (110V AC)	$\$119 * 24 = \$2,856$
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<http://www.konexx.com/pricelist.htm>



NexTalk VM	$\$276 * 24 = \$6,624$
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Resolution Agreement between Helping Hands Home Assistance, Inc. and Tennessee Alliance of Information and Referral Systems ("TNAIRS") and East Tennessee Information and Referral, Inc. in Docket 05-00141 and Docket 04-00342

Representatives of the above organizations met with Tennessee Regulatory Authority appointed mediator Dr. Eddie Roberson, Chief of the Consumer Services and External Affairs Division on February 16, 2006 at 11:00 EST in Knoxville, Tennessee to see if mediation might resolve the differences between the parties in Docket 05-00141. Representatives included the following:

- Mr. Chris Middlebrook and Jerry Hollyfield, Helping Hands Home Assistance, Inc. ("HHHA")
- Doug Fluegel, Tennessee Alliance of Information and Referral Systems ("TNAIRS")
- Gary Young, East Tennessee Information and Referral, Inc. ("ETIR")

The parties were able to resolve their concerns based upon the following agreed terms:

- HHHA will file an amended petition with the TRA in Docket 05-00141 requesting the 2-1-1 designation for only Hamblen County.
- TNAIRS and ETIR will send a letter to the TRA withdrawing their petitions for intervention and will not oppose HHHA's amended petition in Docket 05-00141.
- TNAIRS will file an amended petition with the TRA in Docket 04-00342 designating HHHA as the 2-1-1 provider for Hamblen County.
- HHHA will not oppose TNAIRS amended petition in Docket 04-00342 referenced above.
- TN AIRS will purchase Resource House software costing up to \$6,000 for HHHA contingent upon the TRA approvals of HHHA's amended petition in Docket 05-00141 and TN AIRS amended petition in 04-00342.
- After a period of two (2) years from the date 2-1-1 service is initiated by HHHA in Hamblen County, HHHA will contract with the University of Tennessee College of Social Work Office of Research and Public Service for an independent evaluation of its performance. HHHA will pay all costs associated with the evaluation. Once the evaluation report is received, the TNAIRS Board, the 2-1-1 Statewide lead entity as designed by the Authority, shall review the report and consider if additional counties should be delegated to HHHA as part of the 2-1-1 Statewide Plan. If such modifications are made, the amended Statewide Plan will be filed with the TRA. The TRA staff will monitor the review, if requested by either of the parties.
- Each signatory to this agreement attests that they are duly authorized to execute this Mediation Agreement on behalf of the organization as is affixed to their names.

The following parties agree to the above terms on February 23, 2006.

Chris Middlebrook, HHHA

Doug Fluegel, TNAIRS

Gary Young, ETIR

Eddie Roberson
TRA Mediator