

From: "Doug Fluegel" <doug.fluegel@unitedwaynashville.org>
To: "Patsy Fulton" <Patsy.Fulton@state.tn.us>
Date: 4/4/2006 4:57:59 PM
Subject: RE: Docket No. 06-00048

06-00048
2006 APR 04 PM 5:11

Dear Ms. Fulton,

Thank you for your email regarding docket 06-00048.

Family & Children's Service merged with Crisis Center in July 2005. The same call center team answers 2-1-1 calls at the new location (201 23rd Ave N, 37203) and nothing has changed regarding our service level or hours of operation. In February, 2006, First Call for Help in Murfreesboro, TN, ceased operations and all calls from Murfreesboro and Cannon Counties are now coming to Nashville. Our current 11-county coverage area is 24/7.

All the 2-1-1's in Tennessee want to provide 24/7 coverage. The challenge is finding a way to pay for the staff. To that end, we have met with the Knoxville Health Department to seek funding for 24/7 coverage in the Knox region. We also will work with individual United Ways and county governments to generate funding for 24/7. Finally, we're currently seeking a statewide sponsor for the 2-1-1 network and would pay for 24/7 from the statewide sponsor's contribution by sending all calls to Nashville. We hope to provide 24/7 coverage for our expanded area by December 2006. In the end, though, it depends on funders in each county and the value they place on 24/7 coverage for 2-1-1. Until we identify funding sources, if callers dial 2-1-1 after our normal operating hours, we will play a message that tells the caller our hours and encourages them to call 9-1-1 if it is an emergency. We will also give the number to the nearest crisis center.

I noticed on the TRA website that Scott County Telephone Cooperative had a concern about callers in Hancock County being routed to Nashville. Lynn Sorrell at Contact-Concern of Northeast TN (2-1-1 Kingsport) has agreed to take calls from Hancock County. Daniel Odom at Scott County Telephone Cooperative approves of this plan and will forward the calls to 2-1-1 Kingsport when this designation is approved. 2-1-1 Kingsport will submit a petition shortly to the TRA asking for Hancock County to be added to their coverage area. TNAIRS supports this plan and United Way of Metropolitan Nashville hereby removes its request for 2-1-1 designation in Hancock County.

Doug Fluegel
Director of 2-1-1 and Government Relations
United Way of Metropolitan Nashville
250 Venture Circle
Nashville, TN 37228
615-780-2430

-----Original Message-----

From: Patsy Fulton [mailto:Patsy.Fulton@state.tn.us]
Sent: Tuesday, April 04, 2006 4:35 PM
To: doug@211tn.org; doug.fluegel@unitedwaynashville.org; Doug Fluegel
Subject: Docket No. 06-00048

Dear Mr. Fluegel:

Reference Docket No 06-00048:

To assist the Authority in its review of The United Way of Metropolitan Nashville's ("UWMN") Petition for an expanded coverage area of 211, Docket No. 06-00048, staff needs further clarification to your data response of March 3, 2006

In the original Petition for UWMN's coverage of 211, Docket No 03-00383, calls were being answered by The Crisis Intervention Center. In your data response to the Petition in this Docket, the call center is now referred to as Family & Children's Service. Are these one in the same or two different call centers Please explain.

The Data Response states that coverage will be provided for the expanded area by UWMN Monday thru Friday, 8:00 A.M. to 8:00 P.M. Please provide when you anticipate that continuous coverage; 24 hours a day, 7 days a week, 365 days a year can be provided for the expanded proposed area.

Sincerely,

Patsy Fulton

Patsy Fulton
Utility Rate Specialist
Tennessee Regulatory Authority
615-741-2904 ext 193
615-741-2336 (fax)
patsy.fulton@state.tn.us

CC: "Melissa Watts (E-mail)" <melissa.watts@fcsnashville.org>, "Lynn Sorrell (E-mail)" <contactconcern@chartertn.net>