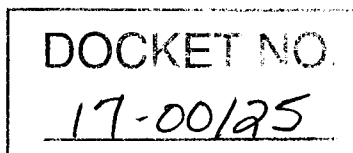




November 7, 2017

Chairman, Tennessee Public Utility Commission  
c/o Sharla Dillon, Dockets and Records Manager  
Tennessee Regulatory Authority  
502 Deaderick Street, 4<sup>th</sup> Floor  
Nashville, TN 37243



Dear Ms. Dillon,

Please find enclosed a petition from United Way of Metropolitan Nashville (UWMN) to partner with Heart of Florida United Way (HFUW) for the provision of 2-1-1 services across 42 counties in Middle Tennessee.

Sincerely,

A handwritten signature in dark ink that reads "Sarah K. Fleming". The signature is fluid and cursive, with the first letters of each word being capitalized.

Sarah Fleming  
Manager, Financial Stability and 2-1-1 Helpline  
United Way of Metropolitan Nashville  
615.780.2417



**BEFORE THE TENNESSEE PUBLIC UTILITY COMMISSION  
NASHVILLE, TENNESSEE**

**IN RE:** )  
 )  
**PETITION OF NOTIFICATION AND** )  
**APPROVAL FOR UNITED WAY OF** ) **TPUC Docket No. \_\_\_\_\_**  
**METROPOLITAN NASHVILLE TO** )  
**CONTRACT WITH HEART OF FLORIDA** )  
**UNITED WAY FOR 2-1-1 SERVICES** )

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**PETITION OF NOTIFICATION AND APPROVAL FOR CONTRACTING 2-1-1 SERVICES**

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The United Way of Metropolitan Nashville ("Petitioner") respectfully submits this petition to the Tennessee Public Utility Commission ("TPUC") for notification and approval that it will contract with Heart of Florida United Way to provide 2-1-1 contact center services across 42 counties in Middle Tennessee beginning October 1, 2015.

**INTRODUCTION**

1. Petitioner is a charitable not-for-profit corporation, qualified as tax exempt under Section 501(c)(3) of the Internal Revenue Code (the "Code"), with its principal place of business in Nashville, Tennessee.

2. Petitioner presently holds the 2-1-1 designation for Bedford, Benton, Cannon, Cheatham, Chester, Clay, Coffee, Cumberland, Davidson, Decatur, DeKalb, Dickson, Fentress, Franklin, Giles, Hardin, Henry, Hickman, Humphreys, Jackson, Lawrence, Lewis, Lincoln, Macon, Marshall, Maury, Moore, Overton, Perry, Pickett, Putnam, Robertson, Rutherford, Smith, Sumner, Trousdale, Van Buren, Warren, Wayne, White, Williamson, and Wilson Counties, as set forth in Docket No. 03-00383, Docket No. 04-00058, Docket No. 06-00048, and Docket No. 10-00211.

## **REASONS SUPPORTING CONTRACT FOR N11 SERVICES**

1. Petitioner seeks to contract with a new operational partner to handle calls and other contacts (i.e., chats, texts, emails, and letters) received by the United Way 2-1-1 Helpline, a program of United Way of Metropolitan Nashville. Since the inception of the United Way 2-1-1 Helpline, the United Way of Metropolitan Nashville has contracted with other non-profit 501(c)3 agencies to staff the call center. United Way of Metropolitan Nashville first contracted with Crisis Intervention Center, Inc. and later with Family & Children's Service to provide call center support and 2-1-1 resource database management.

2. Given that the contract between United Way of Metropolitan Nashville and Family & Children's Service ended on June 30, 2015 and that both parties have decided not to enter into another contract, United Way of Metropolitan Nashville has been seeking a new operational partner for the provision of 2-1-1 services. Family & Children's Service has agreed to continue operating the 2-1-1 call center until September 30, 2015.

3. Given that United Way of Metropolitan Nashville is the only 2-1-1 provider in the state of Tennessee that operates 24-hours per day, 7-days per week, 365-days per year, United Way of Metropolitan Nashville had to search for 2-1-1 operational partners outside of Tennessee in order to maintain the same level of access currently provided to 2-1-1 callers.

4. United Way of Metropolitan Nashville has identified Heart of Florida United Way as the best partner to serve the 42 counties of Middle Tennessee for which United Way of Metropolitan Nashville holds the N11 (211) dialing code. United Way of Metropolitan Nashville will retain ownership of the 2-1-1 dialing code in all 42 counties, will retain financial responsibility for 2-1-1 support and fundraising, and will additionally manage the 2-1-1 resource database locally within the agency, using United Way of Metropolitan Nashville staff hired for that specific purpose.

5. Heart of Florida United Way has provided 2-1-1 services in their local community since 2008 and was awarded accreditation by the Alliance of Information and Referral Services (AIRS) that same

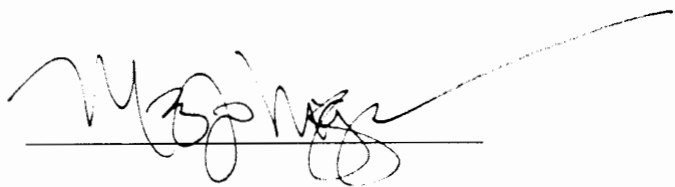
year. It is also accredited by the American Association of Suicidology (AAS) as a crisis center, and all staff are trained in both 2-1-1 information and referral provision and crisis de-escalation. Heart of Florida United Way has the capacity to provide 2-1-1 services almost immediately.

6. Heart of Florida United Way has agreed to enter all call and other contact data directly into United Way of Metropolitan Nashville's database software, which is shared with several other 2-1-1s across Tennessee, to ensure the database is consistent across the state through this transition. Heart of Florida United Way will begin providing 2-1-1 services on October 1, 2015.

### **CONCLUSION**

Petitioner respectfully requests that the TPUC notice and approve United Way of Metropolitan Nashville's partnership with Heart of Florida United Way for the provision of 2-1-1 contact center services, which include answering calls, chats, texts, emails, and letters from residents of Bedford, Benton, Cannon, Cheatham, Chester, Clay, Coffee, Cumberland, Davidson, Decatur, DeKalb, Dickson, Fentress, Franklin, Giles, Hardin, Henry, Hickman, Humphreys, Jackson, Lawrence, Lewis, Lincoln, Macon, Marshall, Maury, Moore, Overton, Perry, Pickett, Putnam, Robertson, Rutherford, Smith, Sumner, Trousdale, Van Buren, Warren, Wayne, White, Williamson, and Wilson Counties.

Respectfully Submitted,

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

Mary Jo Wiggins  
Interim CEO  
United Way of Metropolitan Nashville  
250 Venture Circle  
Nashville, TN 37228  
615-255-8501  
[maryjo.wiggins@uwmn.org](mailto:maryjo.wiggins@uwmn.org)