



June 8, 2026

Electronically Filed in TPUC Docket  
Room on June 8, 2026 at 12:25 p.m.

**Tennessee Public Utility Commission**

Attn: Chairman David Jones  
502 Deaderick Street, 4th Floor  
Nashville, TN 37243

**26-00048**

**RE: Petition to Transfer and Augment 211 Service Designation for Montgomery, Houston,  
and Stewart Counties**

Dear Chairman Jones:

On behalf of United Way of Greater Nashville, I respectfully submit this petition requesting approval to transfer and augment the existing 211 service designation for Montgomery, Houston, and Stewart Counties from Clarksville Crisis 211 Center to United Way of Greater Nashville.

This request is necessitated by the dissolution of Clarksville Crisis 211 Center, the current designated provider of 211 services in these counties. To ensure uninterrupted access to critical information and referral services for residents, United Way of Greater Nashville seeks authorization to assume responsibility for 211 operations in Montgomery, Houston, and Stewart Counties.

United Way of Greater Nashville currently operates a comprehensive 211 system serving Middle Tennessee and possesses the staffing, technology, operational infrastructure, and community partnerships necessary to seamlessly absorb these additional service areas. Our organization is committed to maintaining high-quality, accessible information and referral services while working collaboratively with local stakeholders to ensure a smooth transition for residents and service providers.

Approval of this petition will allow for the continued delivery of essential 211 services without disruption and will help ensure that individuals and families in Montgomery, Houston, and Stewart Counties retain access to timely information regarding health and human services, disaster assistance, housing resources, and other community supports.

We respectfully request that the Tennessee Public Utility Commission approve the transfer and designation of United Way of Greater Nashville as the authorized 211 provider for Montgomery, Houston, and Stewart Counties.

Thank you for your consideration of this petition. Please contact me if additional information or documentation is required.

*Serving Cheatham, Davidson, Dickson, Hickman, Houston, Montgomery, Robertson, Stewart, and Williamson counties.*



Sincerely,

*LaKelia Lovan*

**LaKelia Lovan**  
Director, 211  
United Way of Greater Nashville



*Serving Cheatham, Davidson, Dickson, Hickman, Houston, Montgomery, Robertson, Stewart, and Williamson counties.*



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

**IN RE:**

**PETITION OF UNITED WAY OF GREATER NASHVILLE FOR TRANSFER OF THE 211 SERVICE DESIGNATION CURRENTLY HELD BY CLARKSVILLE CRISIS 211 CENTER FOR MONTGOMERY, HOUSTON, AND STEWART COUNTIES**

**PETITION FOR TRANSFER OF 211 SERVICE DESIGNATION**

United Way of Greater Nashville ("Petitioner"), respectfully petitions the Tennessee Public Utility Commission ("Commission") for approval of the transfer of the 211 service designation currently assigned to Clarksville Crisis 211 Center for Montgomery, Houston, and Stewart Counties

**INTRODUCTION**

1. Petitioner is the designated provider of 211 information and referral services for forty-two (42) counties in Middle Tennessee and has extensive experience delivering comprehensive health and human services information and referral services to residents throughout the region.
2. United Way of Greater Nashville's 211 program is a member of Inform USA (formerly the Alliance of Information and Referral Systems (AIRS)) and a member of Inform Tennessee. The organization adheres to nationally recognized standards and best practices for information and referral services, ensuring high-quality, accessible, and responsive support for community members seeking assistance.

**DESIGNATION SOUGHT**

3. Petitioner seeks approval from the Commission to assume responsibility for the 211 service designation currently held by Clarksville Crisis 211 Center for Montgomery, Houston, and Stewart Counties and to become the designated 211 provider for those counties upon approval of this Petition.

**STANDARD FOR GRANT OF PETITION**

4. The requested transfer is consistent with the mission and goals of Inform Tennessee's statewide 211 service strategy, which seeks to ensure reliable, sustainable, and comprehensive 211 coverage throughout the State of Tennessee. Clarksville Crisis 211 Center has agreed to transition

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responsibility for 211 services in Montgomery, Houston, and Stewart Counties to United Way of Greater Nashville to ensure continuity of service and uninterrupted access for residents.

## **REASONS SUPPORTING DESIGNATION AS 211 COLLABORATIVE**

5. In support of this Petition, Petitioner states as follows:

### **a. Financial Capability**

United Way of Greater Nashville possesses the financial resources necessary to support and sustain 211 operations within Montgomery, Houston, and Stewart Counties. The organization will assume full responsibility for funding the ongoing provision of 211 services in these counties.

### **b. Technical Capability**

United Way of Greater Nashville currently operates a robust 211 system serving forty-two (42) counties in Middle Tennessee and has the infrastructure, technology, staffing, and operational capacity necessary to incorporate the additional counties without disruption to service.

The organization maintains strong partnerships with state and local emergency management agencies, including county Offices of Emergency Management (OEMs), and actively participates in Volunteer Organizations Active in Disaster (VOAD) efforts throughout Tennessee. During disasters and emergencies, 211 serves as a critical component of the state's response and recovery framework by connecting residents with timely information and available resources.

Additionally, United Way of Greater Nashville has worked collaboratively with other 211 providers across Tennessee to establish the Tennessee 211 Statewide Collaborative. Through this effort, participating 211 organizations utilize shared telephony systems and a common resource database, enhancing service continuity, operational efficiency, and statewide disaster preparedness.

### **c. Managerial Capability**

The proposed service area will be managed under the leadership of LaKelia Lovan, Director of 211 for United Way of Greater Nashville and Vice President of the Tennessee 211 Statewide Collaborative. Mrs. Lovan has more than ten years of experience in the information and referral field and holds certification as an Inform USA Certified Resource Specialist. Her experience in 211 operations, community partnerships, statewide collaboration, and disaster response demonstrates the managerial expertise necessary to successfully oversee service delivery within the proposed counties.

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## CONCLUSION

6. For the reasons set forth herein, Petitioner respectfully requests that the Tennessee Public Utility Commission approve the transfer of the 211 service designation for Montgomery, Houston, and Stewart Counties from Clarksville Crisis 211 Center to United Way of Greater Nashville and authorize United Way of Greater Nashville to serve as the designated 211 provider for those counties.

Respectfully submitted,

*LaKelia Lovan*

**LaKelia Lovan**  
Director, 211  
United Way of Greater Nashville

Vice President  
Tennessee 211 Statewide Collaborative



*Serving Cheatham, Davidson, Dickson, Hickman, Houston, Montgomery, Robertson, Stewart, and Williamson counties.*



May 13, 2026

To Whom It May Concern,

On behalf of United Way of Greater Nashville, I am delighted to express our strong support for the transition of the Crisis 211 Center in Clarksville, Tennessee, serving Montgomery, Houston, and Stewart Counties, to United Way of Greater Nashville's 211 service. We deeply value the important role that 211 plays in connecting individuals and families with the resources, guidance, and support they need.

United Way of Greater Nashville is committed to supporting this effort through funding and by convening nonprofit and community partners in the Clarksville region to help ensure a smooth transition and continued access to services. We are equally committed to championing the value of information and referral services and to helping more individuals and families understand the resources available to them.

For many years, United Way of Greater Nashville has been honored to serve individuals and families across the region, and we are proud to extend that commitment in support of the greater Clarksville area. If you have any questions about our role in this transition or the services we provide, I would welcome the opportunity to speak further.

Sincerely,

A handwritten signature in black ink that reads "Erica Mitchell".

Erica Mitchell  
President & CEO  
United Way of Greater Nashville



*Serving Cheatham, Davidson, Dickson, Hickman, Houston, Montgomery, Robertson, Stewart, and Williamson counties.*

***Clarksville/Montgomery County  
Crisis Intervention Center  
931-648-1000 or 931-552-4636***

Wednesday, May 27, 2026

Tennessee Public Utility Commission  
Attn: Chairman David Jones  
502 Deadrick Street, 4<sup>th</sup> Floor  
Nashville, TN 37243

Dear Mr. Jones,

This letter is formal confirmation that the Clarksville-Montgomery County Crisis Intervention Center, now known as the Crisis 211 Center, supports the transition of its 211 operations to the United Way of Greater Nashville.

The Clarksville-Montgomery County Crisis Intervention, (CMCCIC), was incorporated in 1985 for the purpose of operating a 24-hour, 7 day a week crisis intervention and suicide prevention telephone hotline. The CMCCIC faithfully fulfilled this mission with funding from various grants, community donations and initially the United Way of Clarksville.

Beginning in 2017, the Center experienced a continuing decrease in overall funding from United Way of Clarksville it was becoming increasingly difficult to obtain. The pandemic and ensuing economic pressures have made local fundraising problematic. Then, our 2025-2026 contract with United Way of Greater Nashville precluded our organization from providing crisis intervention and suicide prevention services as intended by our corporate charter and by-laws.

Due to this change in purpose and lack of sufficient operational funding, the Board of Directors of the Clarksville-Montgomery County Crisis Intervention Center voted to dissolve the corporation effective July 1<sup>st</sup>.

However, there remains a significant need for sustained 211 services in this region. The Board is confident the United Way of Greater Nashville is well positioned to provide the high-quality 211 services the residents of this region deserve. For that reason, we support the transition of our 211 operations to the United Way of Greater Nashville.

Please feel free to contact me if you have any questions about our support for this transition.

Sincerely,

Terrie J. Williams  
Executive Director, Crisis 211 Center