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Room on July 29, 2026 at 11:45 a.m.

July 29, 2026

26-00067

Tennessee Public Utility Commission

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

RE: Petition to transfer and Augment 211 Service Designation for Chester, Decatur, Hardin, and Henry Counties.

Dear Chairman Jones,

On behalf of United Way of West Tennessee, I respectfully submit this petition requesting approval to transfer and augment the existing 211 service designation for Chester, Decatur, Hardin, and Henry counties from United Way of Greater Nashville to United Way of West Tennessee.

We will continue to provide the same excellent service that this entity has provided in the past. United Way of West Tennessee along with United Way Worldwide, has a long history of service in our communities and supports 211. West Tennessee 211 will continue to operate from its current call base and the entire 15 county area with to be referred to as West Tennessee 211. 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.

Operationally, nothing will change, we simply, respectfully request the designation to be assigned to United Way of West Tennessee. 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 these 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 West Tennessee as the authorized 211 provider for Chester, Decatur, Hardin, and Henry Counties.

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

Sincerely,

A handwritten signature in black ink, appearing to read "Victoria Jackson", is written over a large, stylized "V" shape.

Victoria Jackson
Chief of Staff, 211 Operations Coordinator
United Way of West Tennessee





UNITED WAY
West Tennessee

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

IN RE:

PETITION OF UNITED WAY OF WEST TENNESSEE 211 FOR 211 TRANSFER OF UNITED WAY OF GREATER NASHVILLE'S DESIGNATION FOR CHESTER, DECATUR, HARDIN, and HENRY COUNTIES.

PETITION FOR transfer of 211 designation for United Way of Greater Nashville

United Way of West Tennessee 211 ("Petitioner") respectfully submits this Petition for 211 designation for the purpose of providing health and human services information and referral to citizens in Chester, Decatur, Hardin, and Henry counties.

INTRODUCTION

1. Petitioner is the current 211 provider for 10 of the 15 (fifteen) counties in West Tennessee Region with its place of business in Jackson, TN.
2. West Tennessee 211 is a member of Inform TN (FORMERLY TN AIRS) and is run by United Way of West Tennessee. West Tennessee 211 has been in operation since 2007. Calls for the counties listed will continue to receive the same high-quality information and referrals for health and human services.

DESIGNATION SOUGHT

3. Petitioner seeks approval from the Commission to assume responsibility for the 211 service designation currently held by United Way of Greater Nashville (UWGN) and to become the designated 211 provider for those counties upon approval of this Petition.

STANDARD FOR GRANT OF PETITION

The requested transfer is consistent with the mission and goals of Inform Tennessee's statewide 211 service strategy, with seeks to ensure reliable, sustainable, and comprehensive 211 coverage throughout the State of Tennessee. United Way Greater Nashville has agreed to transition 211 designation in Chester, Decatur, Hardin, and Henry counties to United Way of West Tennessee.



REASONS SUPPORTING DESIGNATION AS 211 COLLABORATIVE

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

a. Financial Capability:

West Tennessee 211 has been answering calls and inquiries since 2007. Funding is received from United Way of West Tennessee, government grants, and other community partners and is coordinated by United Way of West Tennessee. United Way of West Tennessee continues its commitment to funding 211 and maintaining sustainability.

b. Technical Ability:

West Tennessee 211 already provides 211 service to all 15 counties in our service area, is a member of InformUSA, the 211 operations coordinator is a member of InformUSA and is a certified Community Resource specialist and Database Curator, and the organization remains committed to highest levels of service.

United Way of West Tennessee has the infrastructure, technology, staffing, and operational capacity necessary to official incorporate the additional counties without disruption of service. Our office has made enhanced services available including an web intake forms, guided online search database, and social media contact and support.

The organization maintains strong partnerships with state an loacal emergency management agencies 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 work by connecting residents with timely information and available resources.

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

c. Managerial capability:

The proposed service area will be managed under the direction and leadership of Victoria Jackson, Chief of Staff and 211 Operations Coordinator for United Way of West Tennessee. Ms. Jackson has over two years of experience in the information and referral field and holds certification as an Inform USA Certified Resource Specialist.



CONCLUSION

Petitioner respectfully requests that the Tennessee Public Utility Commission approves this request to transfer 211 service designation for Chester, Decatur, Hardin, and Henry counties from United Way of Greater Nashville to United Way of West Tennessee and authorize United Way of West Tennessee to serve as designated 211 provider for those counties.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Victoria Jackson", written over a large, stylized circular flourish.

Victoria Jackson, CRS
Chief of Staff, 211 Operations Coordinator
United Way of West Tennessee

A handwritten signature in black ink, appearing to read "Lauren Cino", written in a cursive style.

Lauren Cino,
President, CEO
United Way of West Tennessee



Get Connected. Get Help.™



July 29, 2026

To Whom It May Concern,

On behalf of United Way of West Tennessee, I would like to express our strong support of the transition of the Chester, Decatur, Hardin, and Henry counties from United Way of Greater Nashville to the United Way of West Tennessee designation service area. We value the important role that 211 plays in connecting individuals and families with the resources, guidance, and support they need.

United Way of West Tennessee is committed to supporting this effort through funding and by convening nonprofit and community partners in the rural West Tennessee 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.

I am happy to answer any questions regarding our role in this transition or the continued support United Way of West Tennessee has long provided—and intends to continue providing—to ensure these important services remain available to our rural West Tennessee communities.

United is the Way,

A handwritten signature in black ink, appearing to read "Lauren Cino".

Lauren Cino
President & CEO
United Way of West Tennessee





United Way of Greater Nashville 211

August 19, 2025

Tennessee Public Utility Commission

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

RE: Petition to augment 2-1-1 Designation in Chester, Decatur, Hardin and Henry Counties.

Dear Chairman Jones,

United Way of Greater Nashville's (UWGN) 211 submits this petition to transition 211 designation in Middle Tennessee to the United Way of West Tennessee's oversight. UWGN is creating efficiencies geographically and the four counties that are currently designated to UWGN 211 including Chester, Decatur, Hardin and Henry are in the United Way of West Tennessee's footprint. United Way of Greater Nashville will continue to service the 38 remaining counties as usual. Operationally, there will be no changes, we simply, respectfully request the designation be assigned to United Way of West Tennessee.

Thank you for your consideration

Sincerely,

LaKelia Lovan

LaKelia Lovan
Director, 211 United Way of Greater Nashville

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

Main Office

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