



**of Stanislaus**

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**CORRESPONDENCE 2**  
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Liz Gimble  
2-1-1 Project Coordinator  
United Way of Stanislaus  
422 McHenry Avenue  
Modesto, CA 95353

Supervisor William O'Brien  
Chairman of the Board  
Stanislaus County Board of Supervisors  
1010 10<sup>th</sup> Street  
Modesto, CA 95353

**Partner Agencies**

- American Cancer Society
- American Red Cross
- Catholic Charities
- Center for Human Services
- Community Hospice
- Community Housing & Shelter Service
- Disability Resource
- Agency for Independent Living
- Friends Outside
- Girl Scouts Heart of Central California
- Greater Yosemite Council
- Boy Scouts of America
- Haven Women's Center
- Healthy Aging Association
- Inter-Faith Ministries
- Parents Institute for Quality Education
- Parent Resource Center
- Parents United, Inc.
- Salvation Army Modesto Corps
- Salvation Army Red Shield Corps
- Salvation Army Service Extension
- Salvation Army Turlock Corps
- Second Harvest Food Bank
- Sierra Vista Child & Family Services
- STANCO Affordable Housing Corporation
- Stanislaus Community Assistance Project
- Stanislaus Literacy Center
- Stanislaus Multi-Cultural Community Health Coalition
- United Samaritans Foundation
- YMCA of Stanislaus County

Supervisor O'Brien:

The following letter is from the California Public Utilities Commission responding to United Way of Stanislaus' request to extend 2-1-1 implementation. As noted in the last paragraph, we are providing a copy of the notice.

Currently 2-1-1 Stanislaus County is operating during business hours with the anticipation of being 24/7 by the end of October. There have been some technicalities within the phone service and system causing the delay in 24/7 service.

If you have any questions or concerns about 2-1-1 Stanislaus County, please contact me.

Regards,

Liz Gimble

## PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298



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July 26, 2007

Liz Gimble  
Project Coordinator  
United Way of Stanislaus and the Mother Lode  
422 Mc Henry Avenue  
Modesto, CA 95353

Re: REQUEST FOR EXTENSION OF TIME TO COMPLY WITH RESOLUTION T-17041,  
ORDERING PARAGRAPH 3.

Dear Ms. Gimble:

By letter dated July 18, 2007, United Way of Stanislaus Area, Inc., dba United Way of Stanislaus and the Mother Lode requests a six month extension of time from July 20, 2007 to January 20, 2008 to implement 2-1-1 dialing in Stanislaus County. By Resolution T-17041, approved on July 20, 2006 the Commission granted United Way of Stanislaus authority to use the 2-1-1 dialing code in Stanislaus County. Ordering Paragraph 3 of this resolution requires United Way of Stanislaus to implement 2-1-1 dialing within one year from the approval of the 2-1-1 application letter in this case by July 20, 2007. United Way of Stanislaus states that it has taken several steps to implement 2-1-1 dialing in Stanislaus County. Currently the 2-1-1 switches are in place for landline connections through AT&T and mobile service as available through Mobile PCS and Sprint. Other mobile vendors are still being contacted. The United Way of Stanislaus is currently planning to launch the 2-1-1 Stanislaus Helpline on August 29, 2007. However, out of abundance of caution in the event there is any unanticipated implementation problem between now and August 29, 2007, United Way of Stanislaus requests an extension until January 20, 2008 to comply with ordering paragraph 3 of Resolution T-17041.

Pursuant to the authority granted to me by Rule 16.6 of the Commission's Rules of Practice and Procedure, I grant an extension until January 20, 2008 for United Way of Stanislaus to implement 2-1-1 dialing in Stanislaus County as ordered in Resolution T-17041, Ordering Paragraph 3. As a condition of this extension, United Way of Stanislaus is instructed to send a concise, monthly letter to the Director of the Communications Division beginning November 1, 2007. In this letter, United Way of Stanislaus needs to identify and discuss 2-1-1 implementation and deployment progress to meet the January 20, 2008 implementation date. For tasks/areas that may adversely affect the implementation of 2-1-1 service, we will expect United Way of Stanislaus to share details about the problems and action steps employed.

In accordance with Rule 48(b), please promptly notify all parties to this proceeding and the Stanislaus County Board of Supervisors that your extension request has been granted.

Sincerely,

A handwritten signature in black ink that reads "Paul Clanon".

PAUL CLANON  
Executive Director



cc: Jack Leutza, Director (Communications Division)  
Mike Amato, Branch Manager