

DIVIDER

STATE OF NORTH DAKOTA

□ INFORMATION TECHNOLOGY DEPARTMENT

SFN 2053 (4-2002)

PU-2909-03-447
Mental Health Association
211 Designation
Application
Filed 8/1/2003

Closed 3/22/2007

03

October 30, 2009

MHAND is a private, non-profit 501(c)(3) agency.

Susan Rae Helgeland
Executive Director

Executive Secretary, ND Public Service Commission
Darrell Nitschke
600 East Boulevard - Dept. 408
Bismarck, ND 58505-0480

RECEIVED

NOV 02 2009

PUBLIC SERVICE COMMISSION

Dear Mr. Nitschke:

On October 22, 2009 the Mental Health America of North Dakota (MHAND) Board of Directors voted to reorganize MHAND without the **2-1-1 ND** program.

MHAND received the **2-1-1 ND** designation in 2004. The **2-1-1** program is significant to ND citizens and the MHAND Board regrets to inform the ND Public Service Commission that, due to lack of economic support, MHAND must relinquish the **2-1-1 ND** designation as of this date.

It is MHAND's intention that the **2-1-1 ND** service not be interrupted in order to best serve ND citizens. FirstLink, Inc. has been a subcontractor with MHAND to provide **2-1-1 ND** services in Cass County. FirstLink has the capacity to provide statewide 24/7 service and has expressed a willingness to continue the **2-1-1 ND** service until a new designation is made.

Sincerely,



Susan Rae Helgeland, MS
Executive Director

19 ⁰³⁻⁴⁴⁷ **PU-2909-03-44** Filed: 11/2/2009 Pages: 1
Letter re. Relinquishing Designation as 2-1-1 User

Mental Health Association of North Dakota



RECEIVED

NOV 02 2009

PUBLIC SERVICE COMMISSION

Dear Public Service Commission,

We are interested in the possibility of contracting 211 services for the entire state of North Dakota. Currently we have been the 211 subcontractor for Cass County, and just recently became AIRS accredited. We believe in 211 and do not want to see the service dropped.

We have committed to taking over the designation temporarily until a vision and decision is made about 211's future. We are currently taking all 211 calls from the Bismarck 211 center effective October 30, 2009.

Please contact us to let us know what actions need to be taken next. My cell is 701-367-7098.

Respectfully,

Cindy Miller
Executive Director
FirstLink

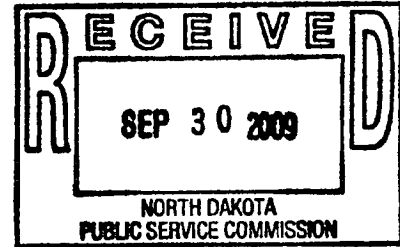


MHAND is a private, non-profit 501(c)(3) agency.



Susan Rae Helgeland
Executive Director

September 28, 2009



Tony Clark
ND Public Service Commission
600 E. Boulevard Ave. Dept. 408
Bismarck, ND 58508

Dear Commissioner Tony Clark:

As stated in the Order of the North Dakota Public Service Commission (PSC) March 7, 2007, authority was granted by the PSC to subcontract with FirstLink for the provision of **2-1-1** services in Cass County. A request was made by the ND PSC at that time to supply the information related to the Cass County exchange number utilized for **2-1-1** operations.

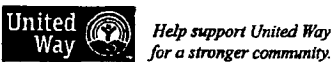
I also want to inform the ND PSC that MHAND's **2-1-1 ND program** hosted the Alliance of Information and Referral Systems (AIRS) site visit on September 18, 2009. We were advised that we would be notified in 30 days as to the final decision on the AIRS accreditation for **2-1-1 ND**.

I will let you know the decision as soon as we know.

Thanks Tony,


Susan Rae Helgeland, MS
Executive Director

17 PU-2909-03-447 Filed 09/30/2009 Pages: 2
Letter re. Exchanges Served by First Link 211, and Status of AIRS Accreditation
Mental Health Association of North Dakota



www.mhand.org

Bismarck - 523 North 4th Street - PO Box 4106 - Bismarck, ND 58502-4106 · Phone: (701) 255-3692 / 1-800-472-2911 · Fax: (701) 255-2411
Fargo - 124 North 8th Street - Fargo, ND 58102-5251 · Phone: (701) 237-5871 · Fax: (701) 237-0562

North Dakota Telephone Exchanges served by First Link 211

Absaraka	896
Alice	689
Argusville	484
Arthur	967
Buffalo	689
Chaffee	633
Fargo	231 – 232 – 234 – 235 – 237 – 239 – 241 – 271 – 280 – 293 – 297 - 298 – 365 - 451 – 461 – 639 (Includes Frontier – North River – Prairie Rose)
Gardner	484
Grandin	484
Hickson	588
Kindred	428
Leonard	645
Page	668
Tower City	749
West Fargo	281 – 282 – 356 – 364 – 591 (Includes Durbin - Harwood – Horace – Oxbow – Prosper – Riverside Wheatland - Wild Rice)

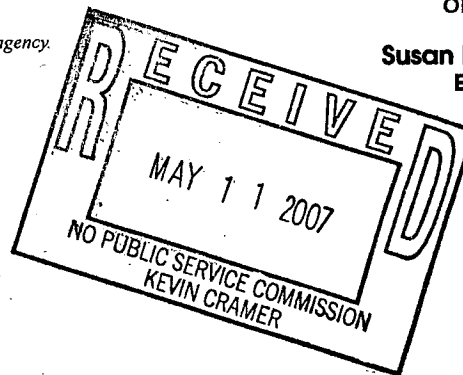


check



MHAND is a private, non-profit 501(c)(3) agency.

Susan Rae Helgeland
Executive Director



Tony Clark
North Dakota Public Service Commission
600 E Blvd Av Dept 408,
Bismarck, ND 58505-0480

Dear Sir,

Per your request, this letter is to inform you that as of 05-09-07, all 2-1-1 calls in Cass County will be routed to 2-1-1 Firstlink in Fargo, ND. Attached is a listing of all the exchanges affected.

I would like to thank you for your help and cooperation in this matter. 2-1-1 North Dakota is a valuable resource for all citizens of North Dakota, providing them with a single point of contact to human services, county and state agencies, and all basic needs.

Sincerely,

Susan Rae Helgeland
Attachment → Cass County Telephone Exchanges



Help support United Way
for a stronger community.

www.mhand.org

Bismarck - 523 North 4th Street - PO Box 4106 - Bismarck, ND 58502-4106 Phone: (701) 255-3692 / 1-800-472-2911 Fax: (701) 255-2411
Fargo - 124 North 8th Street - Fargo, ND 58102-5251 Phone: (701) 237-5871 Fax: (701) 237-0562

16 PU-2909-03-447

Pages: 3

Exchanges affected by routing of Cass Cty
2-1-1 calls to Firstlink, Fargo ND
by Mental Health Association in North Dakota

CASS COUNTY TELEPHONE EXCHANGE INFORMATION

ABSARAKA CO-OPERATIVE TELEPHONE COMPANY

Exchanges Served

Absaraka	Prefix 896
Amenia	Prefix 896

INTER-COMMUNITY TELEPHONE COMPANY,LLC.

Exchanges Served

Alice	Prefix 689
Buffalo	
Wheatland	
Chaffee	Prefix 633
Page	Prefix 668
Tower City	Prefix 749

LORETEL SYSTEMS INC.

Exchanges Served

None

MOORE AND LIBERTY TELEPHONE COMPANY

Exchanges Served

None

POLAR COMMUNICATIONS

Exchanges Served

Arthur	Prefix 967
Hunter	Prefix 874

QWEST

Exchanges Served

Fargo (Including Frontier, North River, and Prairie Rose)

Prefixes 231 232 234 235 237 239 241 271 280 293 297 298 365 451
461 639

West Fargo (Including Durbin, Harwood, Horace, Oxbow, Prosper, Riverside, Wild Rice)

Prefixes 281 282 356 364 591

Argusville	Prefix 484
------------	------------

Amenia	Prefix 896
Casselton	Prefix 347
Davenport	Prefix 428
Erie	Prefix 668
Gardner	Prefix 484
Grandin	Prefix 484
Hickson	Prefix 588
Kindred	Prefix 428
Leonard	Prefix 645

PU-2909-03-447

From: Connie M. Johnson [mailto:cjohnson@mhand.org]
 Sent: Tuesday, March 20, 2007 3:43 PM
 To: -Info-Attorney General; -Grp-WSI External Emp Services; Lucy, Paul J.; -Info-ND Dept. of Emergency Services; Dwelle, Terry L.; -Info-Labor Dept.; -Info-Labor Dept. Human Rights; DHS_Executive_Office; JSND Webmaster; Library; North Dakota State; -Info-Protection and Advocacy; -Info-Public Service Commission; Clark, Tony T.; Timmreck, Russell R.; -Info-Secretary of State; -Info-TAX Dept.; Olson, Carol K.; Hoesel, Joanne D.; Sauer, Lauren J.; Witz, Greg M.; Cartledge, Carol F.; Bailey, Becky H.; Coughlin, Paul J.; bstone@msaunitedway.com; tregan@msaunitedway.com; getit@downtownbismarck.com; info@bismarckmandan.com; sathre@trinitybis.com; keith@trinitybis.com; Dalrymple, Jack S.; Hoeven, Mikey L.; -Info-Governor's Office; RichardA60@aol.com; Charrier, Janna R.; kristic@myfirstlink.org; Senger, Mary H.; Silbernagel, Tom J.; Hstokes@mhaofnyc.org; Cartledge, Carol F.; bturner@issnd.org; Bailey, Becky H.
 Cc: Susan R Helgeland
 Subject: NEW name and location info - Mental Health Assn. in ND

- RESPDNSE REQUESTED, PLEASE! -
 A reply email from you as confirmation that you received this information would be greatly appreciated.
 Please forward to the appropriate individual in your business who handles name/address updates.

Good afternoon,
 At the Mental Health Association in North Dakota, we are pleased to announce our name change and our move to a new location, both effective April 2nd. Please see the specific information below (this is also included in this email as an attachment).
 We are sending this notification to various businesses and agencies with whom we do business and also to those individuals and businesses who may know us through our 2-1-1 program which provides information, referral, and crisis management services 24 hours a day, every day to all North Dakotans.
 We are excited about the move to our new downtown location, and we will be inviting you to our open house in the coming months.
 If you would like further information, please feel free to contact Susan Helgeland, Executive Director, at 255-3692 Ext.102 (Bismarck office), 237-5871 (Fargo office), or 391-8824 (cell).
 Thank you!

Connie M. Johnson
 Education/Communications Director
 Mental Health Association in North Dakota
 1051 E. Interstate Ave. - PO Box 4106
 Bismarck ND 58502-4106
 PHONE: 701 255-3692, Ext. 104 or 2-1-1
 FAX: 701 255-2411
www.mhand.org

<i>New Name!</i>		<i>New Location!</i>	
 <p>Mental Health Association in North Dakota</p>		<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Effective April 2, 2007</div>	
<div style="border: 1px solid black; padding: 5px;">Effective April 2, 2007, our name will change from the Mental Health Association in North Dakota to Mental Health America of North Dakota.</div>		 <p>Located on North 4th Street, across from Trinity Lutheran Church.</p>	
<div style="display: flex; align-items: center;"> <div style="text-align: right; margin-right: 10px;"> <p>NEW NAME!</p> <p>www.mhand.org</p> </div> <div style="text-align: left;">  <p>Mental Health America of North Dakota</p> </div> </div>		<div style="border: 1px solid black; padding: 5px;"> <p>We're moving downtown! Effective April 2, 2007, our physical office location will be 523 North 4th Street, Bismarck, ND 58501-4050 (formerly 1051 East Interstate Avenue). Our mailing address remains the same: PO Box 4106 - Bismarck, ND 58502-4106. <i>Please make sure you have this listed in your records.</i></p> </div>	
		<div style="border: 1px solid black; padding: 5px;"> <p>Phone/fax numbers remain the same: General office: (701) 255-3692 / 1-800-472-2911 Fax: (701) 255-2411 2-1-1</p> </div>	

Update Mail Address & Contact Name
 by Mental Health Association in North Dakota
 03/21/2007 CC: Comm Legal PUD (3)

Connie

This has been updated in the Public Service Commission file No. PU-2909-03-447 Mental Health Association 211 Designation Application file.

Thank you
Pat Miller
Public Utilities Division
Public Service Commission
701-328-4078

From: Bauske, Shelly A.
Sent: Tuesday, March 20, 2007 4:02 PM
To: -Grp-PSC Commissioners; -Grp-PSC Legal; -Grp-PSC Public Utilities
Subject: FW: NEW name and location info - Mental Health Assn. in ND

From: Connie M. Johnson [mailto:cjohnson@mhand.org]
Sent: Tuesday, March 20, 2007 3:43 PM
To: -Info-Attorney General; -Grp-WSI External Emp Services; Lucy, Paul J.; Hirsch, James J.; -Info-ND Dept. of Emergency Services; Dwelle, Terry L.; -Info-Labor Dept.; -Info-Labor Dept. Human Rights; DHS_Executive_Office; JSND Webmaster; Library, North Dakota State; -Info-Protection and Advocacy; -Info-Public Service Commission; Clark, Tony T.; Timmreck, Russell R.; -Info-Secretary of State; -Info-TAX Dept.; Olson, Carol K.; Hoessel, Joanne D.; Sauer, Lauren J.; Wiltz, Greg M.; Cartledge, Carol F.; Bailey, Becky H.; Coughlin, Paul J.; bstone@msaunitedway.com; tregan@msaunitedway.com; getit@downtownbismarck.com; info@bismarckmandan.com; sathre@trinitybis.com; keith@trinitybis.com; Dahymple, Jack S.; Hoeven, Mikey L.; -Info-Governor's Office; RichardAGD@aol.com; Charrier, Janna R.; kristic@myfirstink.org; Senger, Mary H.; Silbernagel, Tom J.; Hstokes@mhaofnyc.org; Cartledge, Carol F.; bturner@tssnd.org; Bailey, Becky H.
Cc: 'Susan R Helgetand'
Subject: NEW name and location info - Mental Health Assn. in ND

- RESPONSE REQUESTED, PLEASE! -
A reply email from you as confirmation that you received this information would be greatly appreciated.
Please forward to the appropriate individual in your business who handles name/address updates.

Good afternoon,

At the Mental Health Association in North Dakota, we are pleased to announce our name change and our move to a new location, both effective April 2nd. Please see the specific information below (this is also included in this email as an attachment).

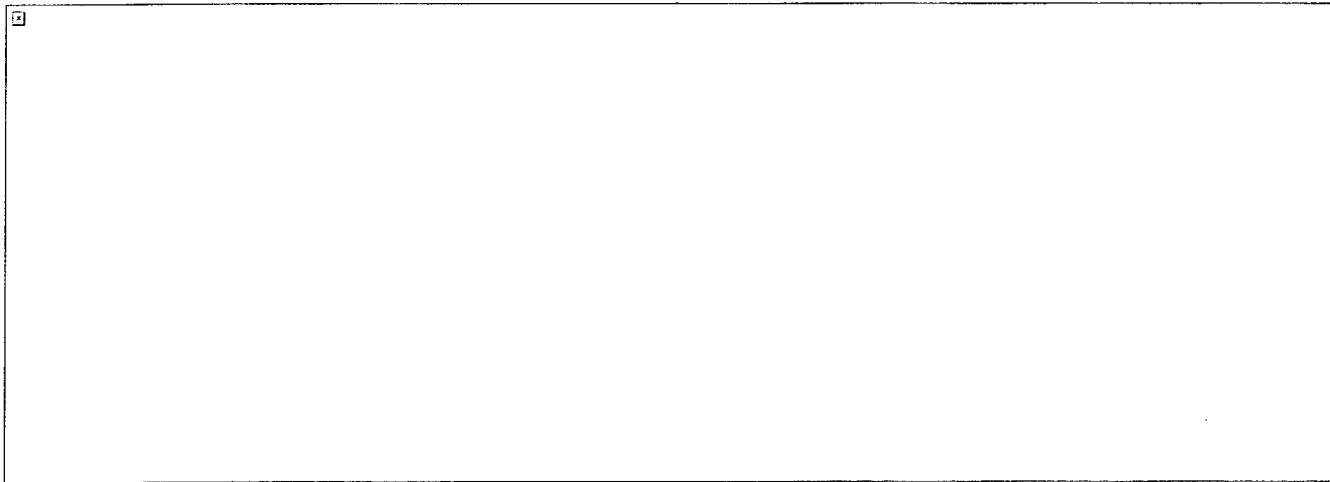
We are sending this notification to various businesses and agencies with whom we do business and also to those individuals and businesses who may know us through our 2-1-1 program which provides information, referral, and crisis management services 24 hours a day, every day to all North Dakotans.

We are excited about the move to our new downtown location, and we will be inviting you to our open house in the coming months.

If you would like further information, please feel free to contact Susan Helgetand, Executive Director, at 255-3692 Ext.102 (Bismarck office), 237-5871 (Fargo office), or 391-8824 (cell).

Thank you!

Connie M. Johnson
Education/Communications Director
Mental Health Association in North Dakota
1051 E. Interstate Ave. - PO Box 4106
Bismarck ND 58502-4106
PHONE: 701 255 3692 Ext. 104 or 2-1-1
FAX: 701 255 2411
www.mhand.org



STATE OF NORTH DAKOTA
PUBLIC SERVICE COMMISSION

Mental Health Association
211 Designation
Application

Case No. PU-2909-03-447

AFFIDAVIT OF SERVICE BY CERTIFIED AND ORDINARY MAIL

STATE OF NORTH DAKOTA
COUNTY OF BURLEIGH

Patricia Miller deposes and says that:

she is over the age of 18 years and not a party to this action and, on the **7th day of March, 2007**, she deposited in the United States Mail, Bismarck, North Dakota, **one** envelope with certified postage, return receipt requested, fully prepaid, securely sealed and each containing a photocopy of:

Order

The envelope was addressed as follows:

Allan Stenehjem
Mental Health Association
1459 Interstate Loop
Bismarck ND 58502-4106
Cert. No. 7005 3110 0003 6265 0050

Each address shown is the respective addressee's last reasonably ascertainable post office address.

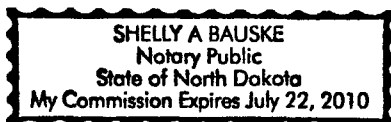
Subscribed and sworn to before me
this **7th day of March, 2007**.

Patricia Miller

Shelly A Bauske

Notary Public

SEAL



MOTION

APPROVED
DATE: 3-7-07
SAB

March 7, 2007

**Mental Health Association
211 Designation
Application**

Case No. PU-2909-03-447

I move the Commission adopt the Order granting the Mental Health Association's application to subcontract 211 operations, Case No. PU-2909-03-447.

PJF

STATE OF NORTH DAKOTA
PUBLIC SERVICE COMMISSION

**Mental Health Association
211 Designation
Application**

Case No. PU-2909-03-447

ORDER

March 7, 2007

The Federal Communications Commission (FCC) designated the 211 dialing code to provide direct access to organizations providing community information and referral services that are currently not available through the 911 emergency code or the 311 police non-emergency code. Once the 211 code is activated by the carriers upon request of the information provider(s), 211 can be dialed instead of the seven or ten digits currently required to reach these services.

The North Dakota Public Service Commission's (NDPSC's) September 24, 2003 order authorized the Mental Health Association in North Dakota (MHAND) to use the 211 dialing code for access to community information and referral services throughout the state.

On January 11, 2007 Susan Helgeland Executive Director of the MHAND notified the NDPSC of the MHAND's intention to subcontract with FirstLink for the provision of 211 in Cass County. FirstLink is a nonprofit human service organization whose mission is to assist people in identifying, accessing, and making effective use of community and volunteer resources. FirstLink in Cass County, North Dakota, and Clay County, Minnesota, is supported by United Way of Cass-Clay, Cass County Social Services, Clay County Social Services Sponsorship Program, the North Dakota Department of Human Services, fees for 24-hr Crisis Services, and individual, corporate, and community donations. FirstLink has been providing 211 type services in Cass and Clay Counties for over 35 years.

On February 23, 2007 the NDPSC held an Informal Hearing to consider the MHAND's proposal to subcontract 211 operations within North Dakota.

The NDPSC agrees with the subcontracting concept proposed by the MHAND.

Order

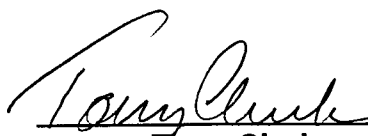
The Commission orders:

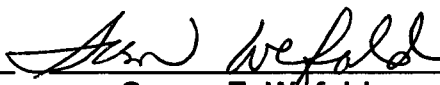
1. The Mental Health Association of North Dakota is authorized to subcontract 211 operations within North Dakota.
2. The Mental Health Association of North Dakota shall provide to the Commission thirty days advance notice of any subcontract or any amendment of a subcontract

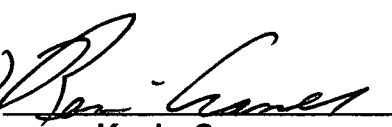
affecting North Dakota 211 operations. The notice shall provide the effective date of the subcontract or amendment and the date(s) the 211 service operations changes will occur. The Mental Health Association of North Dakota shall provide to the Commission the identity of the local telephone exchanges included within each 211 subcontract area or within each amended subcontract area.

3. No advance notice is required for the FirstLink subcontract discussed in this order, however, MHAND shall provide to the Commission the identity of the local telephone exchanges included within the FirstLink 211 subcontract area.

PUBLIC SERVICE COMMISSION


Tony Clark
Commissioner


Susan E. Wefald
President


Kevin Cramer
Commissioner

Memo

To: Commissioners Wefald, Clark and Cramer

Illona Jeffcoat-Sacco, Bill Biniek

From: Patrick Fahn

Date: February 6, 2007

Re: MHAND as the designated 211 provider

The Commission's September 24, 2003 order authorized the Mental Health Association in ND (MHA) to use the 211 dialing code in North Dakota for access to community information and referral services. On January 11, 2007 Susan Helgeland Executive Director of MHA emailed Commissioner Clark describing an agreement between MHA and FirstLink for the provision of 211 in Cass County. Ms. Helgeland is wondering if any Commission action is required. I have been visiting with Ms. Helgeland since Commissioner Clark forwarded the email to me.

Ms. Helgeland indicated that FirstLink would be a like a subcontractor for MHA. FirstLink is a nonprofit human service organization whose mission is to assist people in identifying, accessing, and making effective use of community and volunteer resources. FirstLink in Cass and Clay counties is supported by United Way of Cass-Clay, Cass County Social Services, Clay County Social Services Sponsorship Program, ND Dept of Human Services, fees for 24-hr Crisis Services, and individual, corporate, and community donations.

The Executive Director states FirstLink has been providing 211 type services in Cass/Clay for over 35 years. In Clay County MN, FirstLink answers the phones for the Minnesota Alliance of Information and Referral Services. Last year FirstLink received 23,000 calls while MHA received 1,000 calls in Cass County. Based on the numbers of calls, it almost seems like FirstLink should be the designated provider in Cass County, but they want to cooperate with MHA to provide the best possible service.

It was intended under the MHA/FirstLink agreement that FirstLink would begin receiving all 211 calls in Cass County starting February 1, 2007. That date has been postponed until February 15, 2007. When that day comes, FirstLink along with Tri-Valley (Clay County), MHA and United Way will begin a marketing campaign in Cass/Clay to inform callers of the arrangement and to call 211 instead of 235-SEEK.

One concern I had is the ID or tag that would be used when someone makes a 211 call in Cass County. If at any time the caller is told that MHA is the 211 provider, then

11 PU-2909-03-447

Pages: 2

Staff memo re: MHAND as designated 211 provider
by Public Service Commission

02/06/2007

CC: Comm Legal PUD (3)

the MHA/FirstLink arrangement would work fine and no Commission action would be required. If at any time the caller is told that FirstLink is the 211 provider, then perhaps FirstLink should be designated by the Commission as the 211 provider in Cass County. FirstLink states it will answer the calls with a generic "211 Hot Line" but, since FirstLink has been providing 211 in Cass County for such a long time, I am told the marketing campaign will indicate FirstLink will still be providing the same services they have in the past.

MHA wants to remain the sole recipient of grant dollars for the whole state because funding is currently tight.

The MN PUC tells me that they become involved in N11 designation only when there are two entities that want to use the same N11 and that hasn't been an issue for 211. The fact that FirstLink is answering calls for Minnesota AIRS never came to the MN PUC as an issue.

Again the question is whether any Commission action is required. Ms. Helgeland does not feel confident in moving forward with the MHA/FirstLink agreement without Commission blessing.

STATE OF NORTH DAKOTA
PUBLIC SERVICE COMMISSION

Mental Health Association
211 Designation
Application

Case No. PU-2909-03-447

AFFIDAVIT OF SERVICE BY CERTIFIED AND ORDINARY MAIL

STATE OF NORTH DAKOTA
COUNTY OF BURLEIGH

Sharon Helbling deposes and says that:

she is over the age of 18 years and not a party to this action and, on the **26th day of September, 2003**, she deposited in the United States Mail, Bismarck, North Dakota, **one** envelope with certified postage, return receipt requested, fully prepaid, securely sealed and each containing a photocopy of:

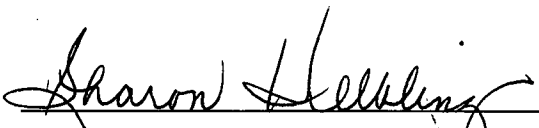
Order


The envelope was addressed as follows:

Allan Stenehjerm
Mental Health Association
1459 Interstate Loop
Bismarck ND 58502-4106
Cert. No. 7002 2410 0003 4913 3579

Each address shown is the respective addressee's last reasonably ascertainable post office address.

Subscribed and sworn to before me
this **26th day of September, 2003**.





Notary Public

SEAL

SANDRA L. SCOTT
Notary Public, STATE OF NORTH DAKOTA
My Commission Expires JUNE 11, 2004

10 PU-2909-03-447

Pages: 1

Affidavit of Service

by Public Service Commission

09/26/2003

CC: Comm Legal PUD (3)

APPROVED

DATE: 9-24-03
psj

MOTION

September 24, 2003

**Mental Health Association
211 Designation
Application**

Case No. PU-2909-03-447

I move the Commission adopt the Order in Case No. PU-2909-03-447, Mental Health Association's application for 211 Designation.

sdh

STATE OF NORTH DAKOTA
PUBLIC SERVICE COMMISSION

**Mental Health Association
211 Designation
Application**

Case No. PU-2909-03-447

ORDER

September 24, 2003

The Federal Communications Commission (FCC) has designated the 211 dialing code to provide direct access to organizations providing community information and referral services that are currently not available through the 911 emergency code or the 311 police non-emergency code. Once the 211 code is activated by the carriers upon request of the information provider(s), 211 can be dialed instead of the seven or ten digits currently required to reach these services.

On July 7, 2003, the Mental Health Association in North Dakota (MHA), filed an application requesting that the Commission officially designate MHA as the user of the 2-1-1 dialing code in North Dakota. The issues to be considered are:

1. Is the proposed use by the MHA of the 211 dial code consistent with the FCC intended use of that code?
2. Is there any reason the MHA HELP-LINE program should not be the user of the 2-1-1 dialing code in North Dakota?

On August 13, 2003 the Commission issued a Notice of Opportunity for Hearing and Notice of Informal Hearing which provided that the Commission would receive requests for hearing until September 15, 2003. No requests for hearing have been received. The Informal Hearing was held on September 16, 2003 at which the MHA presented an overview of its petition.

The MHA has more than 30 years of experience operating the HELP-LINE, a statewide crisis intervention, information and referral service in North Dakota. Over the past three years, the MHA has been preparing for the use of North Dakota's 2-1-1 dialing code by creating a database of nearly 10,000 statewide health and human service programs, by training staff regarding 2-1-1 implementation and operation, and by securing commitments for funding and by preparing to meet the requirements for Alliance of Information and Referral Systems accreditation. During regular business hours, the HELP-LINE is answered by trained staff at the MHA office, and there are 1 volunteer Crisis Management Specialists on call during evenings and weekends. The HELP-LINE is certified by the American Association of Suicidology.

The MHA has agreed to update the Commission as it meets milestones in the 2-1-1 program implementation in the next year, including informing the Commission of its

preliminary start date and its actual start date. They have also agreed to notify the Commission when they receive accreditation through Alliance of Information and Referral Systems.

The proposed use by the MHA of the 2-1-1 dial code in North Dakota is consistent with the FCC intended use of that code. No other party has requested the use of the 2-1-1 dialing code in North Dakota


Order

The Mental Health Association is authorized to use the 211 dialing code in North Dakota for access to community information and referral services.

PUBLIC SERVICE COMMISSION



Susan E. Wefald
Commissioner



Tony Clark
President



Kevin Cramer
Commissioner

HARD COPY OF tape from 9-16-03 informal

DOCKET SEQUENCE NO. _____

EXHIBIT _____

CASE NO. PU-2909-03-447

ON FILE IN

STATE ARCHIVES

CONTROL NUMBER: 80051

**TESTIMONY OF THE MENTAL HEALTH ASSOCIATION IN NORTH DAKOTA
REQUEST FOR STATEWIDE 2-1-1 DESIGNATION**

SEPTEMBER 16, 2003

**Judy DeWitz
Director of Program Services**

**Deanna Dailey
HELP-LINE Administrator**

Thank you, Commissioners, for the opportunity to offer testimony in support of our request to receive the designation as the official 2-1-1 provider for the state of North Dakota. It is our belief that the Mental Health Association in North Dakota is the most appropriate entity to assume this responsibility and today, we intend to provide evidence to support this claim. The Mental Health Association in North Dakota has more than 30 years of experience operating the HELP-LINE, a statewide crisis intervention, information and referral service.

In July of 2000, the FCC ruled "We find that the Information and Referral Petitioners have demonstrated sufficient public benefits to justify use of a scarce public resource and therefore assign 2-1-1 to be used for access to community information and referral services." They also indicated that each state public utility or public service commission is charged with determining who should provide that service in their state. Since the North Dakota Legislature formally gave the North Dakota Public Service Commission the power to make that decision effective August 1, 2003, we are here today to ask you for that designation.

For over 30 years, the HELP-LINE has provided 24-hour crisis intervention, information and referral services for the state of North Dakota. The HELP-LINE staff and volunteers are trained in accordance with standards set forth by the American Association of Suicidology (AAS) and the Alliance of Information and Referral Systems (AIRS) to respond to callers who may be

asking for simple information such as where to find a food pantry in their area, all the way up to helping people who are in the midst of a suicidal crisis and need emergency intervention. During regular business hours, the HELP-LINE is answered by trained staff at the Mental Health Association in North Dakota office. We currently have 14 volunteer Crisis Management Specialists who are on call during evenings & weekends and available to offer support and referral information to those in need.

In the past three years, we have taken the following steps to prepare the HELP-LINE for the exciting role of North Dakota's 2-1-1 provider:

1. Created a database of nearly 10,000 statewide health & human service programs using the most widely-used information and referral software program, IRis, which allows us to search for needed resources within the caller's geographic region.
2. The HELP-LINE is certified by AAS and a member of AIRS, both of which are nationally-recognized and well-respected organizations in the field of crisis intervention and information and referral.
3. Key staff has attended the annual national conferences sponsored by AIRS and received intensive training regarding 2-1-1 implementation and operation. In June of 2003, the HELP-LINE Administrator successfully completed the Certified Information and Referral Specialist (CIRS) exam, which demonstrates her knowledge

of and commitment to the field of information & referral. It is our goal to have all HELP-LINE staff achieve this designation within the next two years.

4. We have secured nearly \$250,000 in operating expenses for the 2-1-1 program, and several other potential funders indicated they are ready to offer their support when the 2-1-1 designation is received. While it is an ongoing challenge to obtain funding to sustain this and other non-profit programs, it has been our experience that people see the need for the 2-1-1 program, especially in our rural state, and are willing to support such a project.
5. We have also received positive community support from representatives of Legal Assistance of North Dakota, the Department of Corrections, the Protection & Advocacy Project, Aging Services, and many others. We are in the process of forming a stakeholder's group in which interested parties can work together to build a service that will best serve the needs of the public.
6. In July of 2003, we presented information about the 2-1-1 program to the members of the North Dakota Association of Telephone Cooperatives (NDATC) at their Summer Conference. David Crothers, Executive Vice President of the NDATC, has offered his support of the HELP-LINE and 2-1-1. Participants at this conference were excited to be a part of our efforts to make this valuable service available to all citizens in North Dakota.

The United Way America (UWA) and AIRS are the nationwide partners who have worked extremely hard to get the 2-1-1 program where it is today. Approximately 23% of the country currently has a working 2-1-1 system. We are most grateful to our local and state United Way agencies for their active support of the HELP-LINE in its bid to become North Dakota's 2-1-1 provider.

The HELP-LINE has been, and will continue to, ascribe to the Nationwide Standards for 2-1-1 Centers as prepared by AIRS. It is our intention to become accredited by their organization within the next two years and have, in fact, already achieved a number of the requirements. AIRS accreditation is significant and speaks clearly of an organization's dedication and commitment to providing quality information and referral services.

This completes our prepared testimony. We are most willing to answer any questions you may have about the 2-1-1 movement or the HELP-LINE program. Thank you.



...is easy to remember

...eliminates confusion

...helps vulnerable people
not otherwise helped

...is efficient

...brings information and
referral to a new level of
accessibility



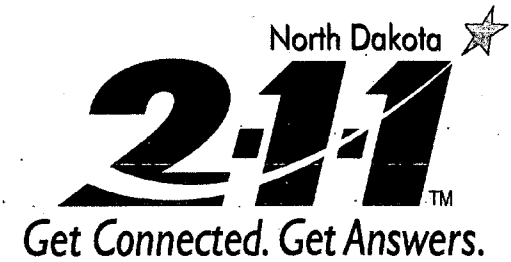
Mental Health Association in North Dakota
1051 East Interstate Loop
PO Box 4106
Bismarck, ND 58502-4106

Phone: 701-255-3692
Fax: 701-255-2411
Website: www.mhand.org

Make the
HELP-LINE™
Connection

1-800-472-2911

Contact: Deanna Dailey, CIRS
HELP-LINE Administrator
Email: ddailey@mhand.org



Bringing
People
and
Services
Together

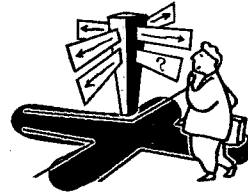
What is 2-1-1?

2-1-1 is the national abbreviated dialing code for free access to health and human services information and referral. 2-1-1 is an easy-to-remember, easy-to-use phone service that connects callers to local community health and human service organizations. 2-1-1 is staffed with trained call specialists who make it possible for people in need to navigate the complex and ever-growing maze of human service agencies and programs. By making services easier to access, 2-1-1 encourages prevention and fosters self-sufficiency.











What is I & R?




Information and referral (I & R) services are the link between people need of health and human service assistance and the appropriate providers of such services. I & R specialists assess callers needs and determine the service provider best equipped to handle their problems or crises. I & R providers maintain comprehensive databases of resources, including state and local government agencies, community-based organizations and private non-profit programs.



Typical 2-1-1 Calls...

-  A single mother is worried about the gas shut-off notice she just received.
-  A caller is depressed, considering suicide, and wants help.
-  A mother calls looking for after-school care for her children.
-  A young woman with a disability inquires about available transportation.
-  A caller needs information about eligibility for Food Stamps.
-  A widower is looking for a social group to join.
-  A recently retired gentleman is looking for volunteer opportunities.
-  A caller with a gambling problem seeks treatment for his addiction.
-  A teenager has problems at home with his alcoholic father and needs someone to talk to.
-  An older man has been caring for his wife who has advancing Alzheimer's symptoms. He is now exhausted and needs assistance and respite.

Make the
HELP-LINE™
Connection 

1-800-472-2911

The HELP-LINE is a toll-free, statewide, crisis intervention, information and referral service that operates 24 hours per day, seven days a week. It is unique in that the HELP-LINE is always answered by trained staff and volunteers – there are no answering machines or voicemail systems to navigate. This program of the Mental Health Association in North Dakota has been in operation for over 30 years and is answered by trained staff and volunteers. The HELP-LINE is accredited by the American Association of Suidology and is a member of the Alliance of Information and Referral Systems (AIRS).

The Mental Health Association in North Dakota has developed a comprehensive statewide database that can be assessed by dialing 2-1-1. To date, over 10,000 programs have been entered into the database, which is continually updated to reflect the most current and accurate information available. Trained staff will assess each caller's situation and help them navigate the "system."



2-1-1 Designation Proposal

**North Dakota
Public Service Commission
September 16, 2003**

 Mental Health Association in North Dakota

Presenters

Judy DeWitz
Director of Program Services
Deanna Dailey
HELP-LINE Administrator

 Mental Health Association in North Dakota

Today's Agenda

- History of the MHAND HELP-LINE
- What is Information & Referral (I & R)
- What is 2-1-1?
- Benefits of 2-1-1
- National Standards for 2-1-1 Centers
- Why MHAND should be the 2-1-1 designate for the state of North Dakota?

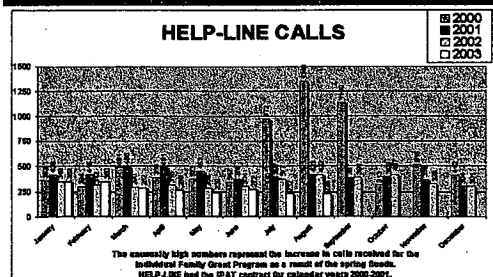
 Mental Health Association in North Dakota

History of the HELP-LINE

- Providing quality crisis intervention, information and referral services statewide for over 30 years
- Comprehensive database of over 10,000 programs offered in North Dakota
- Member of Alliance of Information Referral Systems (AIRS) and accredited by the American Association of Suicidology (AAS)
- Ensuring top-notch service by providing 40 hours of training to everyone responsible for answering the HELP-LINE, in accordance with AIRS and AAS standards.

 Mental Health Association in North Dakota

History of the HELP-LINE



 Mental Health Association in North Dakota

What is I&R?

- "Bringing People and Services Together"
- Links People in Need with Appropriate Services
- Identification of Gaps and Duplication of Services
- Unique Combination of Two Skills

 Mental Health Association in North Dakota

Framework of a Call

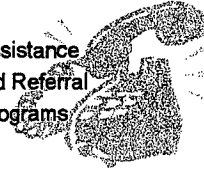
- Relationship
- Assessment
- Education
- Advocacy
- Action Plan
- Follow-up



 Mental Health Association in North Dakota

Types of I & R's

- Comprehensive I & R
- Specialized I & R
 - Crisis Lines
 - Elder Information and Assistance
 - Child Care Resource and Referral
 - Employee Assistance Programs
 - Disability
 - Military Family Centers



 Mental Health Association in North Dakota

2-1-1 – What is it?

The three digit phone number to access comprehensive information and referral services in a community.

"We find that the Information and Referral Petitioners have demonstrated sufficient public benefits to justify use of a scarce public resource and therefore assign 2-1-1 to be used for access to community information and referral services."

Federal Communications Commission, July 2000

 Mental Health Association in North Dakota

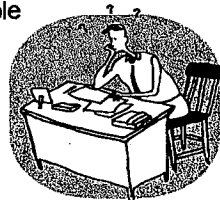
2-1-1 Vision

2-1-1 will be *the* number to call nationwide for access to community resources.

 Mental Health Association in North Dakota

Why 2-1-1?

- Efficient
- Eliminates Confusion
- Helps Vulnerable People
- More Accessible

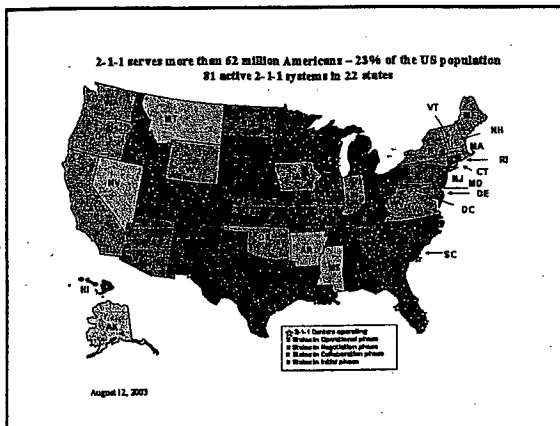


 Mental Health Association in North Dakota

Benefits of 2-1-1

- Streamlines access to existing services
- Improves implementation of services
- Improves information for community planning
- Increases civic involvement and resources
- Provides a focal point for new initiatives

 Mental Health Association in North Dakota



National Standards for 2-1-1 Centers

- Ensure the provision of 24 hour coverage, year round.
- Ascribe to the AIRS Standards for Information & Referral.
- Have a plan in place to become or be accredited by AIRS.
- Demonstrate cooperative relationships with specialized I & R's, crisis centers, 9-1-1s and 3-1-1s, where applicable.

Mental Health Association in North Dakota

National Standards for 2-1-1 Centers

- Utilize Certified Information & Referral Specialists and Resource Specialists.
- Have means of tracking call volume, number of abandoned calls and average speed of answering.
- Computerized I & R database with client collection capability.
- Have the ability to publicize 2-1-1 services and educate the public on an on-going basis.

Mental Health Association in North Dakota

HELP-LINE is Ready!

Mental Health Association in North Dakota

MHAND's Qualifications

- HELP-LINE is already recognized as the state-wide number for I & R and Crisis Intervention.
- Qualified and trained staff is already in place.
- Database including 3,000 agencies with nearly 10,000 programs in operation.
- HELP-LINE is AIRS certified.

Mental Health Association in North Dakota

Thank you!

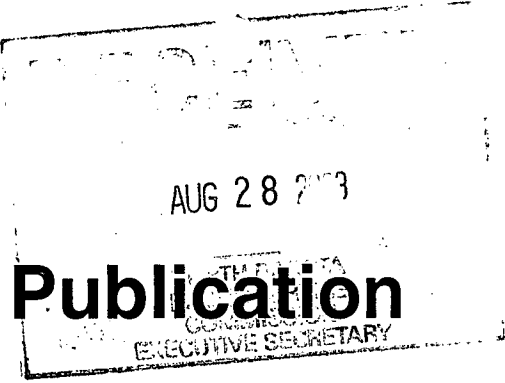
For More Information Visit

www.mhand.org

www.airs.org

www.211.org/online

Mental Health Association in North Dakota



Affidavit of Publication

Colleen Park, being duly sworn, state as follows:

1. I am the designated agent, under the provisions and for the purposes of, Section 31-04-06, NDCC, for the newspapers listed on the attached exhibits.
2. The newspapers listed on the exhibits published the advertisement of: PSC, MCI Metro, 1 time(s) as required by law or ordinance.
3. All of the listed newspapers are legal newspapers in the State of North Dakota and, under the provisions of Section 46-05-01, NDCC, are qualified to publish any public notice or any matter required by law or ordinance to be printed or published in a newspaper in North Dakota.

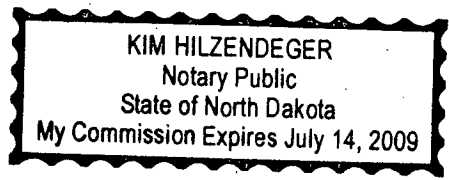
Signed: Colleen Park

State of ND

County of Burleigh

Subscribed and sworn to before me this 27 day of August 20 03.

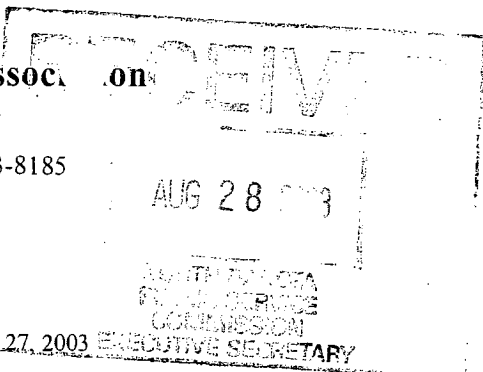
Kim Hilzenegger





North Dakota Newspaper Association

1435 Interstate Loop
Bismarck, ND 58503-0567
Ph (701) 223-6397 • Fax (701) 223-8185



INVOICE

Order 17987-03084PP1

Invoice # 22814

August 27, 2003

Advertiser: Public Service Commission

P.O.#:

Amount Due

\$421.05

Amount Paid

Attn: JONH. MIELKE
PUBLIC SERVICE COMMISSION
600 E. BOULEVARD AVE.
STATE CAPITOL
BISMARCK, ND 58505

Voice: 701-328-4076

Please detach and return this portion with your payment

Public Service Commission Invoice # 17987-03084PP1-22814

Table with columns: Ad Size, Rate Type, Rate, Total, Discount, (%), Caption, Page, Run Date. Rows include Bismarck Tribune, Devils Lake Daily Journal, Dickinson Press, Fargo, The Forum, Grand Forks Herald, Jamestown Sun, Minot Daily News, Valley City Times-Record, Wahpeton Daily News, Williston Herald.

Summary table with columns: Description, Amount. Rows include Gross Advertising (421.05), Agency Discount, Other Discount, Service Charge, Total Misc (0.00), Tax (0.00), Total Billed (421.05), Unbilled (0.00), Amount Paid (0.00), Adjustments (0.00), Payment Date, Balance Due (421.05).

Case No: PU-2909-03-447

Notice of Opportunity for hearing and notice of informal hearing

Published in:

8/21 – Devils Lake

8/19 – Bismarck

8/21 – Dickinson

8/25 – Fargo

8/21 – Grand Forks

8/19 – Jamestown

8/19 – Minot

8/20 – Valley City

8/19 – Wahpeton

8/19 - Williston

STATE OF NORTH DAKOTA
PUBLIC SERVICE COMMISSION

Mental Health Association
211 Designation
Application

Case No. PU-2909-03-447

AFFIDAVIT OF SERVICE BY CERTIFIED AND ORDINARY MAIL

STATE OF NORTH DAKOTA
COUNTY OF BURLEIGH

Sharon Helbling deposes and says that:

she is over the age of 18 years and not a party to this action and, on the **15th day of August, 2003**, she deposited in the United States Mail, Bismarck, North Dakota, **one** envelope with certified postage, return receipt requested, fully prepaid, securely sealed and each containing a photocopy of:

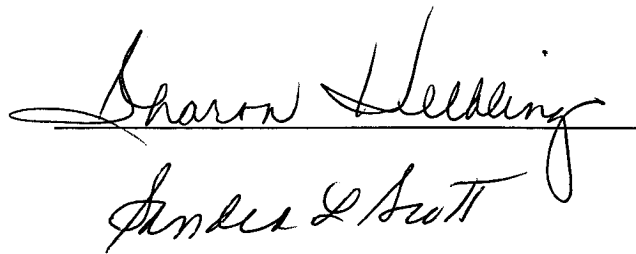
Notice of Opportunity for Hearing and Notice of Informal Hearing

The envelopes were addressed as follows:

Allan Stenehjem
Mental Health Association
1459 Interstate Loop
Bismarck ND 58502-4106
Cert. No. 7002 2410 0003 4912 3815

Each address shown is the respective addressee's last reasonably ascertainable post office address.

Subscribed and sworn to before me
this **15th day of August, 2003**.



Sandra L. Scott

Notary Public

SEAL

SANDRA L. SCOTT
Notary Public, STATE OF NORTH DAKOTA
My Commission Expires JUNE 11, 2004

STATE OF NORTH DAKOTA
PUBLIC SERVICE COMMISSION

Mental Health Association
211 Designation
Application

Case No. PU-2909-03-447

AFFIDAVIT OF SERVICE BY ORDINARY AND ELECTRONIC MAIL

STATE OF NORTH DAKOTA
COUNTY OF BURLEIGH

Sharon Helbling deposes and says that:

she is over the age of 18 years and not a party to this action and, on the **15th day of August, 2003**, she deposited in the United States Mail, Bismarck, North Dakota, envelopes by first class mail, fully prepaid, securely sealed, each containing a photocopy of:

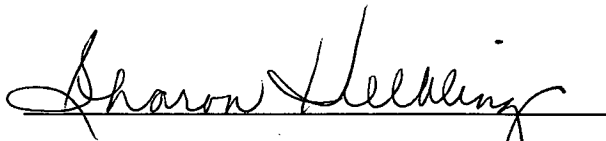

Notice of Opportunity for Hearing

The envelopes were addressed as follows:

See Attached List

Each address shown is the respective addressee's last reasonably ascertainable post office address.

Subscribed and sworn to before me
this **15th day of August, 2003**.



Notary Public

SEAL

SANDRA L. SCOTT
Notary Public, STATE OF NORTH DAKOTA
My Commission Expires JUNE 11, 2004

mariep@telcogroupinc.com
Marie Pierre-Paul

wbrudvik@ohnstaulaw.com
William Brudvik

donlee@martin-associates.com
Don Lee

dennis.kelley@reconex.com
Dennis Kelley
1-800-Reconex Inc
2500 Industrial Ave
Hubbard OR 97032

jlchapman@acomminc.com
Jerry Chapman
Acomm Inc
510 1st Ave N Ste 203
Minneapolis MN 55403-0343

jbrowne@lga.att.com
Janet Browne
AT&T
1875 Lawrence St 14th Fl
Denver CO 80202

smassey@bepc.com
Sheryl Massey
Basin Electric Power Coop
1717 E Interstate Ave
Bismarck ND 58501-0564

jtmgr@bektel.com
Jerome Tishmack
BEK Communications Cooperative
PO Box 230
Steele ND 58482-0230

jtmgr@bektel.com
Jerome Tishmack
BEK Communications I Inc
PO Box 230
Steele ND 58482-0230

mannawiz@pacbell.net
Larry Manna
Compuwiz
1012 Industrial Blvd
South Lake Tahoe CA 96150

sheba.chacko@btna.com
Sheba Chacko
Concert Communications Sales LLC
11440 Commerce Park Dr
Reston VA 20191

paul@consolidatedtelcom.com
Paul Schuetzler
Consolidated Telcom
PO Box 1077
Dickinson ND 58601-1077

ken@consolidatedtelcom.com
L Dan Wilhelmson
Consolidated Telcom
PO Box 1077
Dickinson ND 58601-1077

mjrasher@msn.com
Mary Jane Rasher
DCI Group

drtc@drtel.net
Darren Moser
Dickey Rural Telephone Cooperative
PO Box 69
Ellendale ND 58436-0069

bgipson@vartec.net
Becky Gipson
eMeritus Communications Inc
1600 Viceroy Dr
Dallas TX 75235

bgipson@vartec.net
Becky Gipson
Excel Telecommunications Inc
1600 Viceroy Dr
Dallas TX 75235

glenn.richards@shawpittman.com
Glenn Richards
Glenn Richards
ShawPittman
2300 N St NW

rlaqua@rrv.net
Ronald Laqua
Halstad Telephone Company
PO Box 55
Halstad MN 56548-0055

carl.billek@corp.idt.net
Carl Billek
IDT America, Corp.
520 Broad St 7th Fl
Newark NJ 07102

karen.johnson@integratelecom.com
Karen Johnson
Integra Telecom of North Dakota Inc
19545 Von Neumann Dr Ste 200
Beaverton OR 97006-6902

rmerbeth@ionex.com
Russell C Merbeth
Ionex Communications North Inc
15305 Dallas Pkwy Ste 1500
Addison TX 75001

susan.a.travis@wcom.com
Susan Travis
MCI Worldcom
201 Spear St 9th Fl
San Francisco CA 94105

knations@mmfn.com
Karen Nations
Metromedia Fiber Network Services Inc
360 Hamilton Ave
White Plains NY 10601

meredith.gifford@gecapital.com
Meredith Gifford
GE Business Productivity Solutions Inc
6540 Powers Ferry Rd
Atlanta GA 30339

cooperstown@mlgc.com
Ray Brown
Griggs County Telephone Co
Cooperstown ND 58425

hold@texas.net
Dana Wilson
Home Owners Long Distance Inc
8647 Wurzbach Rd #M-1
San Antonio TX 78240-1245

jamie@ignus.com
Jamie Kubik
Ignus Inc
P O Box 9202
Fargo ND 58106-9202

kander@ictc.com
Keith Anderson
Inter-Community Telephone Company LLC
PO Box 8
Nome ND 58062-0008

susan.p.green@lmco.com
Susan Green
Lockheed Martin Global Telecomm
12506 Lake Underhill Rd MP 836
Orlando FL 32825

dconn@mcleodusa.com
Dave Conn
McLeodUSA
6400 C St SW
Cedar Rapids IA 52406-3177

gerrya@midrivers.com
Gerry Anderson
Mid-Rivers Telephone Coop Inc
PO Box 280
Circle MT 59215-0280

rostberg@nemontel.net
Ron Ostberg
Missouri Valley Communications Inc
P O Box 600
Scobey MT 59263-0600

cooperstown@mlgc.com
Ray Brown
Moore and Liberty Telephone Company
P O Box 66
Enderlin ND 58027

dhill@ndarec.com
Dennis Hill
ND Assn Rural Electric Coops
PO Box 727
Mandan ND 58554-0727

jsilveira@netlojix.com
Janet Medeiros-Silveira
NetLogix Telecom Inc
501 Bath St
Santa Barbara CA 93101

lclemens@nft.net
Larry Clemens
Noonan Farmers Tele Co
Noonan ND 58765

laurie.willman@nbne.info
Laurie Willman
North By NortheastCom LLC

klund@nccray.com
Kenneth Lund
Northwest Communications Coop
PO Box 38
Ray ND 58849-0038

ddunning@polarcomm.com
David Dunning
Polar Telcom Inc
PO Box 270
Park River ND 58270-0270

sbunn@mlgc.com
Shelie Bunn
Moore & Liberty Telephone Co
Enderlin ND 58027

hfuglest@ndarec.com
Harlan Fugelsten
ND Assn Rural Electric Coops
PO Box 727
Mandan ND 58554-0727

pschaner@ndarec.com
Patti Schaner
ND Assn Rural Electric Coops
PO Box 727
Mandan ND 58554-0727

info@newaccess.cc
Steven C Clay
New Access Communications LLC
801 Nicollet Ave Ste 350
Minneapolis MN 55402-2519

rer@norlight.com
Robert E Rogers
NorLight Inc
275 N Corporate Dr
Brookfield WI 53045

pat@ndta.net
Patricia Gisinger
North Dakota Telephone Assoc
PO Box 2614
Bismarck ND 58502-2614

ddunning@polarcomm.com
David Dunning
Polar Commun Mut Aid Corp
PO Box 270
Park River ND 58270-0270

ddunning@polarcomm.com
David Dunning
Polar Telecommunications Inc
PO Box T
Park River ND 58270

donn@srt.com
Don Neqaard
Pringle and Herigstad P C
PO Box 1000
Minot ND 58702-1000

sschwan@qwest.com
Suzy Schwandt
Qwest Corporation

kblicke@qwest.com
Kent Blickensderfer
Qwest Corporation
PO Box 5508
Bismarck ND 58502-5508

mkambeii@qwest.com
Mel Kambeitz
Qwest Corporation
220 N 5th St
Bismarck ND 58501

smacint@qwest.com
Scott Macintosh
Qwest Corporation
PO Box 5508
Bismarck ND 58502-5508

maneill@qwest.com
Mary Ann Neill
Qwest Corporation
1801 California St Rm 4700
Denver CO 80202

saberry@qwest.com
Sharon Berry
Qwest Corporation
409 1st Ave N
Fargo ND 58102-4802

wbauza@telfile.com
Ayanery Reyes
QX Telecom LLC
230 5th Ave Ste 800
New York NY 10001

pam@tnics.com
Pamela Harrington
RC Communications Inc
PO Box 197
New Effington SD 57255-0197

jeffolson@rrt.net
Jeff Olson
Red River Rural Tele Assoc
PO Box 136
Abercrombie ND 58001-0136

jeffolson@rrt.net
Jeff Olson
Red River Telecom Inc
PO Box 136
Abercrombie ND 58001-0136

royce@restel.net
Royce Aslakson
Reservation Telephone Cooperative
Parshall ND 58770

mbrestel@ndak.net
Marcia Burckhard
Reservation Telephone Cooperative
Parshall ND 58770

shaneh@restel.net
Shane Hart
Reservation Telephone Cooperative
Parshall ND 58770

pam@tnics.com
Pamela Harrington
Roberts Cty Tele Coop Assoc
New Effington SD 57255

bobhill@skylandnd.net
Bob Hill
Skyland Technologies Inc
P O Box 939
Williston ND 58802-0939

suelh@srttel.com
Sue Hamilton
SRT Communications Inc
P O Box 2027
Minot ND 58702-2027

christm@srttel.com
Chris Morsefield
SRT Communications Inc
P O Box 2027
Minot ND 58702-2027

johnar@srttel.com
John Reiser
SRT Communications Inc
P O Box 2027
Minot ND 58702-2027

mdickerson@state.nd.us
Marcy Dickerson
State Tax Department
State Capitol
Bismarck ND 58505

lahall@usgs.gov
Lenora Hall
U S Geological Survey

jennifer.arnold@uslink.com
Jennifer Arnold
U S Link Inc
P O Box 327
Pequot Lakes MN 56472-0327

kander@ictc.com
Keith Anderson
Valley Communications Inc
P O Box 8
Nome ND 58062

bonniek@westriv.com
Bonnie Krause
West River Telecomm Coop
PO Box 467
Hazen ND 58545-0467

stevedl@srttel.com
Steve Lysne
SRT Communications Inc
P O Box 2027
Minot ND 58702-2027

janehp@srttel.com
Jane Petersen
SRT Communications Inc
P O Box 2027
Minot ND 58702-2027

kimrw@srttel.com
Kim Weydahl
SRT Communications Inc
P O Box 2027
Minot ND 58702-2027

sthomas@talk.com
Sharon Thomas
Talk America Inc
12001 Science Dr Ste 130
Orlando FL 32826

kjvannin@usgs.gov
K Vannin
U S Geological Survey

mspead@universalservice.org
Michael Spead
USAC
2120 L St NW Ste 600
Washington DC 20037

anthony.gillman@verizon.com
Anthony Gillman
Verizon Select Services Inc
P O Box 110
Tampa FL 33601-0110

mickg@westriv.com
Mick Grosz
West River Telecommunications Coop
PO Box 467
Hazen ND 58545-0467

paulihland@wtc-mail.net

Paul Ihland

Wolverton Telephone Company

Wolverton MN 56594

Carolyn Fodor
Winstar Communications
21290 Melrose Ave
Southfield MI 48075-7901

Patrick Summers
360networks (USA) inc
12202 Airport Way
Broomfield CO 80021

ACN Communications Services Inc
32991 Hamilton Ct
Farmington Hills MI 48334

Arch Paging
11437 Valley View Rd
Eden Prairie MN 55344

Kimberly Nielsen
AT&T Wireless
7277 164th Ave NE RTC-1
Redmond WA 98052

John Broten
Bell Atlantic Communications Inc
1320 N Court House Rd 9th Fl
Arlington VA 22201

Jennifer Whitley
Business Discount Plan Inc
1 World Trade Ctr Ste 800
Long Beach CA 90831-0800

Scott Geston
Cable One of Fargo
P O Box 10624
Fargo ND 58106-0624

Ciera Network Systems Inc
2630 Fountainview #300
Houston TX 77057

Robert Fallan
Coast International
14303 W 95th St
Lenexa KS 66215-5210

Jennifer Sikes
1-800 Reconex
2500 Industrial Ave
Hubbard OR 97032

Ann Faught
Absaraka Co-op Tele Co
Absaraka ND 58002

Advanced Telcom Inc
19 Old Courthouse Sq
Santa Rosa CA 95404-4920

Sandy Hofstetter
AT&T Communications
10 River Park Plaza
St Paul MN 55107

Jack Medaris
Atlas Communications LTD
P O Box 807
Conshohocken PA 19428-0807

Jon M Hesse
BridgeBand Communications Inc
P O Box 423
Livingston MT 59041

C12 Inc
200 Galleria Pkwy Ste 1200
Atlanta GA 30339

Cellco Partnership
2775 Mitchell Dr MS7-1
Walnut Creek CA 94598

Citizens Telecomm Co of Minnesota
3 High Ridge Park
Stamford CT 06905

Beth Choroser
Comcast Business Communications Inc
1500 Market St
Philadelphia PA 19102

CommNet Cellular Inc
8350 E Crescent Pkwy Ste 400
Englewood CO 80111

Murray Barr
Competitive Strategies Group Inc
164 N Euclid Ave
Oak Park IL 60302-2106

Consolidated Communications Networks
Inc
507 S Main
Dickinson ND 58601

Contact Communications
937 W Main St
Riverton WY 82501

Covista Inc
150 Clove Rd 8th Fl
Little Falls NJ 07424

Keith Larson
Dakota Central Tele Coop
PO Box 299
Carrington ND 58421-0299

Daktel Communications LLC
P O Box 299
Carrington ND 58421-0299

Dave Dircks
DCN LLC
P O Box 180
Devils Lake ND 58301-0180

Dickey Rural Communications Inc
PO Box 69
Ellendale ND 58436-0069

DIECA Communications Inc
3420 Central Expy
Santa Clara CA 95051-0703

David Ococello
Commnet Wireless Inc
16 W 127 83rd St
Burr Ridge IL 60521

Computer Integrated Communications Inc
8502 Bells Mill Rd
Potomac MD 20854-4071

Consolidated Telcom
PO Box 1077
Dickinson ND 58601-1077

Continental FS Communications
702 W 1st St
Deming NM 88030

D D D Calling Inc
6300 Richmond Ave Ste 304
Houston TX 77057

Keith Larson
Dakota Central Telecom I
PO Box 299
Carrington ND 58421-0299

Robert Hill
Daktel Communications LLC
P O Box 299
Carrington ND 58421-0299

Definitive Computer Services
P O Box 826
Dickinson ND 58601-0826

Dickey Rural Services Inc
P O Box 69
Ellendale ND 58436

Digital Telecommunications Inc
111 Riverfront Ste 305
Winona MN 55987

DSLnet Communications LLC
545 Long Wharf Dr
New Haven CT 06511

Envisage Inc
16620-B San Pedro
San Antonio TX 78232

Evercom Systems Inc
8201 Tristar Dr
Irving TX 75063-2824

Dave Waters
Fairpoint Communications Solutions
521 E Morehead St Ste 250
Charlotte NC 28202-2695

Lawrence Freedman
Fleischman & Walsh
1400 16th ST NW
Washington DC 20036

Global Tel*Link Corporation
2609 Cameron St
Mobile AL 36607-3104

Group Long Distance Inc
9500 Toledo Way
Irvine CA 92618-1806

HJN Telecom Inc
3235 Satellite Blvd Bldg 400 Ste 300
Duluth GA 30096

HTC Services Inc
P O Box 55
Halstad MN 56548

Robert K Johnson
IdeaOne Telecom Group LLC
3239 39th St SW
Fargo ND 58104

Easton Telecom Services Inc
3046 Brecksville Rd #A
Richfield OH 44286-9399

Regulatory Dept
Essential.com Inc
5 Bragdon Ln Ste 200
Kennebunk ME 04043

Chere Heintzmann
Extend America Inc
222 S 12th St
Bismarck ND 58504

Flatel Inc
2128 Okeechobee Blvd
West Palm Beach FL 33409

Ronald Rodemerk
Frontier Comm International
180 S Clinton Ave
Rochester NY 14646-0500

Lucille Nilson
Griggs County Telephone Co
Cooperstown ND 58425

Guaranteed Phone Service
2201 W Bdwy Ste 1
Council Bluffs IA 51501-3605

Houlton Enterprises Inc
2201 W Bdwy Ste 1
Council Bluffs IA 51501

Julia Waysdorf
ICG Telecom Group Inc
161 Inverness Dr W
Englewood CO 80112

Ken Hanks
International Telcom Ltd
417 2nd Ave W
Seattle WA 98119

Intrado Communications Inc
1601 Dry Creek Dr
Longmont CO 80503-6493

Nanette Edwards
ITC DELTACOM INC
4092 Memorial Pkwy SW
Huntsville AL 35802-1382

James Valley Coop Telephone Co
P O Box 69
Ellendale ND 58436-0069

Katherine E Ford
U S WEST
1801 California St Ste 5100
Denver CO 80202

KMC Telecom V Inc
1545 Rt 206
Bedminster NJ 07921

Thomas K Crowe
Law Offices of Thomas K Crowe PC
1250 24th St NW Ste 300
Washington DC 20037

Local Telcom Holdings LLC
485 Madison Ave 15th Fl
New York NY 10022-5803

Steven Katka
Loretel Systems Inc
13 E 4th Ave
Ada MN 56510

Marilyn Foss
MCI WorldCom Inc
707 17th St Ste 3600
Denver CO 80202

MCImetro Access Transmission Services
707 17th ST Ste 3600
Denver CO 80202

David A. Huberman
Intrado Communications Inc
1601 Dry Creek Dr
Longmont CO 80503-6493

Larry Barnes
IXC/SSC-Regulatory Affairs
1122 S Capital of TX Hwy
Austin TX 78746-6426

Joseph B McNeal
P O Box 15509
Boise ID 83715

KMAV AM/FM RADIO
PO Box 216
Mayville ND 58257-0216

Myer Shark
Knollwood Place Apts #221
3630 Phillips Pkwy
St Louis Park MN 55426

Level 3 Communications LLC
3555 Farnam St
Omaha NE 68131

Jan Lowe
Long Dist Consolidated Billing Co
145 S Livernois Rd #199
Rochester MI 48307-1837

Max-Tel Communications Inc
P O Box 280
Alvord TX 76225

Michel Murray
MCI WorldCom Inc
707 17th St Ste 3600
Denver CO 80202

McKenzie Consolidated Telecom LLC
P O Box 1140
Watford City ND 58854-1140

Midcontinent Communications
410 South Phillips Ave
Sioux Falls SD 57104

Gordon Wilhelmi
Midstate Communications Inc
PO Box 400
Stanley ND 58784-0400

Philip Schenkenberg
Midwest Wireless Corp LLC
2200 1st Nat'l Bk Bldg
332 Minnesota St
St Paul MN 55101
Richard Oakley
Minnesota PCS LP
13810 24th Ave N
Plymouth MN 55441

Mobile Communications Corporation
1800 W Park Dr
Westborough MA 01581-3912

Dave Crothers
NDATC
Box 1144
Mandan ND 58554-1144

New Edge Network Inc
3000 Columbia House Blvd Ste 106
Vancouver WA 98661

Bob Edgerly
Nextel West Corp
2001 Edmund Halley Dr
Reston VA 20191

Steven Lysne
North Dakota Network Co
P O Box 2027
Minot ND 58702-2027

Glenn Stockton
NOS Communications Inc
4380 Boulder Hwy
Las Vegas NV 89121

Mid-Rivers Telephone Coop Inc
P O Box 280
Circle MT 59215

Mark Wilhelmi
Midstate Telephone Co
PO Box 400
Stanley ND 58784-0400

Minnesota Independent Equal Access
Corp
c/o Onvoy Inc
300 S Hwy 169
Minneapolis MN 55426
MITS
PO Box 5237
Helena MT 59604-5237

Jim Arbury
National Multi Housing Council
1850 M St NW Ste 540
Washington DC 20036

Richard Thronson
Nemont Telephone Cooperative Inc
Scobey MT 59263

Nextel West Corp
2001 Edmund Halley Dr
Reston VA 20191-3436

Dave Dircks
North Dakota Long Distance Inc
P O Box 180
Devils Lake ND 58301-0180

Dave Dircks
North Dakota Telephone Company
PO Box 180
Devils Lake ND 58301-0180

NOW Communications Inc
711 S Tejon St Ste 201
Colorado Springs CO 80903

NPCR Inc
4500 Carillon Point
Kirkland WA 98033

Holly Sasscer
Operator Communications Inc
3530 Forest Ln Ste 200
Dallas TX 75234-7910

Pilgrim Telephone Inc
1 Kendall Sq Bldg 600 PMD 450
Cambridge MA 02139-1971

Premiere Network Services Inc
1510 N Hampton Rd Ste 120
DeSoto TX 75115

Scott Lee
Protel Advantage Inc
1308 Medora Rd
St. Paul MN 55118-1734

QuantumShift Communications Inc
88 Rowland Way Ste 200
Novato CA 94945-5000

Qwest Interprise America Inc
1801 California St 49th Fl
Denver CO 80202

Kimberly Nielson
RTC-1
Legal & External Affairs
7277 164th Ave NE
Redmond WA 98052

Sandra Adams
NewPath Holdings Inc
4364 114th St
Des Moines IA 50322

Lisa Dabkowski
SNET America Inc
310 Orange St
North Haven CT 06510-1719

Mary Buley
Onvoy Inc
300 South Highway 169
Minneapolis MN 55426

Brad Van Leur
OrbitCom Inc
1701 N Louise Ave
Sioux Falls SD 57107

Jeff Walker
Preferred Carrier Services Inc
14681 Midway Rd Ste 105
Dallas TX 75001

Primus Telecommunications Inc
1700 Old Meadow Rd 3rd Fl
McLean VA 22102

Public Communications Services Inc
11859 Wilshire Blvd Ste 600
Los Angeles CA 90025

Heather Troxell
Qwest Communications Corporation
4250 Fairfax Dr
Arlington VA 22203

Dean Polkow
RCC Network Inc
PO Box 2000
Alexandria MN 56308-2000

Dean Polkow
Rural Cellular Corporation
P O Box 2000
Alexandria MN 56308

ServiSense.com Inc
115 Shawmut Rd
Canton MA 02021-1438

Andrew Jones
Sprint
6391 Sprint Pkwy
Overland Park KS 66251-6100

Sprint Spectrum L P
6160 Sprint Pkwy 4th Fl KSOPHIO414
Overland Park KS 66251

Randy Burckhard
SRT Communications Inc
P O Box 2027
Minot ND 58702-2027

Jack Medaris
Telco Partners Inc
P O Box 807
Conshohocken PA 19428-0807

Telera Communications Inc
910 E Hamilton Ave Ste 200
Campbell CA 95008

Tele-Tech Inc
2900 W 11th St
Sioux Falls SD 57104-3660

T-Netix Inc
P O Box 701028
Dallas TX 75370-1028

Kenneth Carlson
Turtle Mountain Communications
PO Box 729
Langdon ND 58249-0729

United Communications HUB Inc
10390 Commerce Ctr Dr Ste 250
Rancho CA 91730-5860

Kenneth Carlson
United Telephone Mut Aid Corp
Langdon ND 58249

Dennis Houston
Universal Network Services of ND
1572 North Batavia St Ste 1A
Orange CA 92867

SRT Communications Inc
P O Box 2027
Minot ND 58702-2027

Harris Saele
T P C Inc
PO Box 180
Devils Lake ND 58301-0180

Al Bosch
Tele-Beep Company
PO Box 7072
Bismarck ND 58502-7072

Telespectrum Communications Inc
219 NP Ave
Fargo ND 58102-4833

Jonathan Marashlian
The Helein Law Group P C
8180 Greensboro Dr Ste 700
McLean VA 22102

Touch America Inc
40 E Bdwy
Butte MT 59701

Dan Willis
TW Wireless LLC
1860 Lincoln St 14th Fl
Denver CO 80295

Sam Billingsley
United States Advanced Network Inc
3080 Northwoods Cir
Norcross GA 30071-1562

Christina Tygielski
Universal Access Inc
Sears Tower 233 S Wacker Dr Ste 600
Chicago IL 60606-6307

US West NewVector Group Inc
3350 161st Ave SE
Bellevue WA 98009-9697

Val-Ed Joint Venture LLP
150 2nd St SW
Perham MN 56573

Randy Houdek
Venture Communications Inc
PO Box 157
Highmore SD 57345-0157

Molli Harper
Verizon Wireless
6350 E Crescent Pkwy Ste 200
Greenwood Village CO 80111

West River Coop Telephone Co
P O Box 39
Bison SD 57620-0039

Doris Cooper
West River Long Distance Co
PO Box 467
Hazen ND 58545-0467

Western CLEC Corporation
3650 131st Ave SE #400
Bellevue WA 98006

Gene DeJordy
WWC Holding Co Inc
3650 131st Ave SE
Bellevueq WA 98006

VarTec Telecom Inc
1600 Viceroy Dr
Dallas TX 75235

David Armev
Verizon Communications
600 E Hidden Ridge HQE02i33
Irving TX 75038

Joseph B McNeal
WaveSent LLC
P O Box 15509
Boise ID 83715

Darrell Henderson
West River Cooperative Telephone
Company
PO Box 39
Bison SD 57620-0039

Mick Grosz
West River Telecomm Coop
PO Box 467
Hazen ND 58545-0467

WTC Competitive Services Inc
P O Box 129
Wolverton MN 56594

Z-Tel Communications Inc
601 S Harbour Island Blvd Ste 220
Tampa FL 33602-5925

Helbling, Sharon D.

From: Helbling, Sharon D.
Sent: Friday, August 15, 2003 8:00 AM
To: ndna (E-mail)
Subject: Notice of Opportunity for Hearing and Notice of Informal Hearing

**Colleen Park
North Dakota Newspaper Association**

Colleen:

Please have the attached Notice of Opportunity for Hearing and Notice of Informal Hearing published in the next issue of the ten North Dakota daily newspapers, and run it as a "News Item Only" article as well.

Send the bill to the Public Service Commission, along with a tear sheet for billing purposes.

If you have any questions, please call me at 328-4076.

Thank you.

**Sharon Helbling
Public Utilities Division**

4 **PU-2909-03-447** Pages: 1

Notice e-mailed to NDNA requesting
publication
by Public Service Commission

08/15/2003

CC: Comm Legal PUD (3)

8/15/2003

APPROVED

MOTION

DATE: 8-13-03
KMF

August 13, 2003

**Mental Health Association
211 Designation
Application**

Case No. PU-2909-03-447

I move the Commission issue a Notice of Opportunity for Hearing in Case No. PU-2909-03-447, Mental Health Association's application for 211 Designation.

sdh

STATE OF NORTH DAKOTA
PUBLIC SERVICE COMMISSION

Mental Health Association
211 Designation
Application

Case No. PU-2909-03-447

NOTICE OF OPPORTUNITY FOR HEARING AND
NOTICE OF INFORMAL HEARING

August 13, 2003

The Federal Communications Commission (FCC) has designated the 211 dialing code to provide direct access to organizations providing community information and referral services that are currently not available through the 911 emergency code or the 311 police non-emergency code. Once the 211 code is activated by the carriers upon request of the information provider(s), 211 can be dialed instead of the seven or ten digits currently required to reach these services.

On July 7, 2003, the Mental Health Association in North Dakota (MHA), filed an application requesting that the Commission officially designate HELP-LINE as the user of the 2-1-1 dialing code in North Dakota. The HELP-LINE is a program of the MHA that has been providing crisis intervention, information and referral services statewide.

The issues to be considered are:


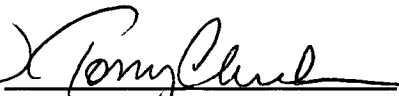
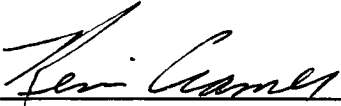
1. Is the proposed use by the MHA of the 211 dial code consistent with the FCC intended use of that code?
2. Is there any reason the MHA HELP-LINE program should not be the user of the 2-1-1 dialing code in North Dakota?

Those interested are invited to comment on the application in writing. Persons desiring a hearing must file a written request identifying their interest in the proceeding and the reasons for requesting a hearing. Comments and requests for hearings must be received by **September 15, 2003**. If deemed appropriate, the Commission can determine the matter without a hearing.

An **Informal Hearing** on this matter will be held on **September 16, 2003 at 1:30 p.m. (CDT)** in the Commission hearing room, State Capitol, 12th Floor, Bismarck, North Dakota 58505. At the informal hearing MHA will be given an opportunity to present an overview of its petition and interested persons will be given an opportunity to be heard.

For more information contact the Public Service Commission, State Capitol, Bismarck, North Dakota 58505, 701-328-2400; or Relay North Dakota 1-800-366-6888 TTY. If you require any auxiliary aids or services, such as readers, signers, or Braille materials please notify Jon Mielke, Executive Secretary.

PUBLIC SERVICE COMMISSION

		
Susan E. Wefald Commissioner	Tony Clark President	Kevin Cramer Commissioner



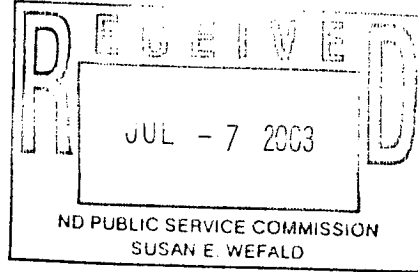
MENTAL HEALTH ASSOCIATION IN NORTH DAKOTA

"Touching a Life"

*Executive Director
Allan Stenehjem*

*Past Presidents,
National Mental
Health Association
Richard Weber
Bismarck, 1995-96
Michael Unjhem
Fargo, 1987-88
Geridee Wheeler
Bismarck, 1967-68*

July 3, 2003



Public Service Commission
600 East Boulevard Avenue, Dept. 408
Bismarck, ND 58505-0480

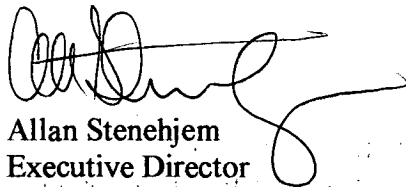
Dear Commissioners Susan Wefald, Leo Reinbold, and Tony Clark:

As you know, in July of 2000, the FCC assigned "2-1-1" for health and human services information and referral and indicated that each state public utility or public service commission is charged with determining who should provide that service in their state. Legislation was recently passed in North Dakota formally giving your office the power to make that designation effective August 1, 2003.

As members of my staff shared with you on July 2, 2003, we have been preparing ourselves to become North Dakota's official provider of the 2-1-1 service by creating a comprehensive database, educating key staff, and securing funding for the program. **At this time, we respectfully request that the North Dakota Public Service Commission award the official 2-1-1 designation to the HELP-LINE**, a program of the Mental Health Association in North Dakota that has been providing crisis intervention, information and referral services statewide for over 30 years.

We look forward to receiving notification of the informal hearing that will be held in accordance with our request, at which time we will be happy to provide you with additional information regarding our 2-1-1 proposal. Thank you for your consideration.

Sincerely,



Allan Stenehjem
Executive Director

did

*cc: Comm
PUD
Feged*

1 PU-2909-03-447

Pages: 1

211 Designation Application

by Mental Health Association

08/01/2003

CC: Comm Legal PUD (3)

PU-2909-03-447

Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
Print your name and address on the reverse so that we can return the card to you.
Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:
 Allan Stenehjem
 Mental Health Association
 1459 Interstate Loop
 1051 E Interstate Ave
 Bismarck ND 58502-4106

2. Article Number
 (Transfer from service label) 7005 3110 0003 6265 0050

PS Form 3811, February 2004 Domestic Return Receipt 102595-02-M-154

A. Signature Agent Addressee
 Sharon Brenneise

B. Received by (Printed Name) C. Date of Delivery
 SHARON BRENNISE 3-8-07

D. Is delivery address different from item 1? Yes
 If YES, enter delivery address below: No

3. Service Type
 Certified Mail Express Mail
 Registered Return Receipt for Merchandise
 Insured Mail C.O.D.

4. Restricted Delivery? (Extra Fee) Yes

PU-2909-03-447

Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
Print your name and address on the reverse so that we can return the card to you.
Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:
 Allan Stenehjem
 Mental Health Assoc
 1459 Interstate Loop
 Bismarck ND 58502-4106

2. Article Number
 (Transfer from service label) 7002 2410 0003 4912 3815

PS Form 3811, August 2001 Domestic Return Receipt 2ACPRI-03-Z-09E

A. Signature Agent Addressee
 Sharon Brenneise

B. Received by (Printed Name) C. Date of Delivery
 Sharon Brenneise 8-7-05

D. Is delivery address different from item 1? Yes
 if YES, enter delivery address below: No

3. Service Type
 Certified Mail Express Mail
 Registered Return Receipt for Merchandise
 Insured Mail C.O.D.

4. Restricted Delivery? (Extra Fee) Yes

PU-2909-03-447

SENDER: COMPLETE THIS SECTION

Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
Print your name and address on the reverse so that we can return the card to you.
Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:
 Allan Stenehjem
 Mental Health Association
 1459 Interstate Loop
 Bismarck ND 58502-4106

2. Article Number
 (Transfer from service label) 7002 2410 0003 4913 3579

PS Form 3811, August 2001 Domestic Return Receipt 2ACPRI-03-Z-0E

A. Signature Agent Addressee
 Sharon Bendish

B. Received by (Printed Name) C. Date of Delivery
 Sharon Bendish 9-29-03

D. Is delivery address different from item 1? Yes
 if YES, enter delivery address below: No

3. Service Type
 Certified Mail Express Mail
 Registered Return Receipt for Merchandise
 Insured Mail C.O.D.

4. Restricted Delivery? (Extra Fee) Yes