

RECEIVED

AFFIDAVIT OF CINDY MILLER, EXECUTIVE DIRECTOR OF FIRSTLINK

JAN 14 2010


Cindy Miller, being first duly sworn, deposes and states as follows:

**PUBLIC SERVICE COMMISSION**

1.

FirstLink's intended use of the 211 dial code will continue as they have been using it in Cass County. If they are designated they will provide 211 coverage to the entire state and will: Create and maintain a database of programs and services, and then disseminate that information through a variety of channels to individuals and communities. People in search of critical services such as emergency financial assistance, food, shelter, child care, jobs, or mental health support often do not know where to begin. Without this, looking for help means scanning dozens of phone numbers and contacting a maze of agencies and services in the hope of making the right connection. With 211, looking for help means a single phone call. The 211 resource database contains detailed descriptions of the programs and services provided by community, social, health and government organizations. The information is searchable using a variety of criteria and the programs are indexed according to a hierarchical classification system. The database is maintained by trained Resource Specialists and is available over the Internet. 211 specialists assess caller's needs in a non-threatening, non-judgmental and confidential manner, to help them understand their situations and make informed decisions about possible solutions. The 211 call specialist can, when necessary, assist people who are in crisis and emergency situations. They can also advocate on behalf of individuals who need additional support. This easy-to-remember, universal number connects individuals with community resources. 2-1-1 provides an easy way for everyone to access services.

Dated this 11<sup>th</sup> day of January, 2010.

  
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Cindy Miller

**INDIVIDUAL ACKNOWLEDGEMENT**

STATE OF North Dakota

COUNTY OF Cass )  
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On this 11<sup>th</sup> day of January, 2010 before me, the undersigned Notary Public, personally appeared Cindy Miller to me known to be the individual described in and who executed the Trust Agreement and acknowledged that he/she signed the document at his/her free and voluntary act and deed, for the use and purpose therein mentioned.

Given under my hand and official seal this 11<sup>th</sup> day of January, 2010.

By [Signature] Residing at Wren Fargo ND

Notary Public in and for the State of ND My commission expires 5-31-11



*Noted y two pages regarding appointment of Cindy Miller  
Executive Director of Trustline*