

TC00-057

K21-5

DOCKET NO. \_\_\_\_\_

In the Matter of \_\_\_\_\_ IN THE MATTER OF THE  
 \_\_\_\_\_ APPLICATION OF VOLUNTEER &  
 \_\_\_\_\_ INFORMATION CENTER FOR THE  
 \_\_\_\_\_ ASSIGNMENT OF THE N11 DIALING  
 \_\_\_\_\_ CODE OF 211 TO PROVIDE FREE  
 \_\_\_\_\_ INFORMATION AND REFERRALS TO  
 \_\_\_\_\_ COMMUNITY SERVICE  
 \_\_\_\_\_ ORGANIZATIONS

Public Utilities Commission of the State of South Dakota

DATE	MEMORANDA
3/9 00	Received;
3/16 00	Docketed;
3/23 00	Weekly filing;
4/9 00	Letter from Gemini Companies requesting Intervention;
4/14 00	SDIT & Petition to Intervene;
4/17 00	Petition to Intervene of US West;
4/20 00	Order Granting Intervention;
4/29 00	Order Dismissing <del>Application</del> and Closing Docket;
9/29 00	Docket Closed

TC00-057

# VOLUNTEER & INFORMATION CENTER

*"Linking people in need with information, resources, crisis assistance, services and volunteer opportunities through listening, support, referral and education."*



**HELP!**line



March 8, 2000

Mr. Bill Bullard  
Public Utilities Commission  
Capitol Building, 1<sup>st</sup> floor  
500 East Capitol Avenue  
Pierre, SD 57501-5070

**RECEIVED**

MAR 09 2000

**SOUTH DAKOTA PUBLIC  
UTILITIES COMMISSION**

Dear Mr. Bullard,

The Volunteer & Information Center (HELpline Division) respectfully requests that the South Dakota Public Utilities Commission assign the N11 dialing code of 211 to provide free information and referrals to community service organizations. Enclosed is the Volunteer & Information application for assignment of the 211 dialing code.

Persons and families who need urgent help in situations that threaten their health and welfare often do not know where to turn. There are community resources in place to meet these critical needs. Finding those resources should be as easy and convenient as possible.

Many times people in need turn to 911 emergency services, though their situation does not warrant that level of response. The easy-to-remember 211 number will enable the public to quickly find help to survive those difficult situations.

There is a demonstrated demand for the easy-to-use dialing code. Assigning 211 as a gateway to community resources will further develop the network of appropriate response to human needs. It will save vital time for 911 personnel and make a valuable connection between the agencies in Sioux Falls and the people they are committed to serve.

As you review our application, any questions or comments may be directed to Janet Kittams-Lalley or Carol Muller at (605) 334-6646.

Sincerely,

Janet Kittams-Lalley  
HELpline Manager

Carol Muller  
Executive Director

## Application Requirements

- 1) Volunteer & Information Center  
1000 N. West Avenue, Suite 310  
Sioux Falls, SD 57104  
(605) 334-6646
- 3) The Volunteer & Information Center is a non-profit entity. Articles of incorporation and the 501(c)(3) statement are attachments.
- 5) The Volunteer & Information Center (HELPLINE Division) is requesting the assignment of the N11 dialing code of 211. This code will be used to provide the general public with access to community resources.
- 6) The Volunteer & Information Center would provide the services of 211 through its HELPLINE division. The HELPLINE is a 24-hour information/crisis telephone line that has staff members, who are trained as information specialists along with being trained crisis interventionists, answering calls.
- 4) The geographic areas in which the HELPLINE would provide the 211 service include the city of Sioux Falls local exchanges. These local exchanges are 241,321,322,330,331,332,333,334,335,336,338,339,351,357,359,360,361,362,366,367,370,371,373,430,444,575,929,940,978,988.
- 5) Current financial statements and the latest annual report are included in the application packets as attachments.
- 6) Agency Representatives  

Janet Kittams-Lalley HELPLINE Manager 1000 N. West Ave, Suite 310 Sioux Falls, SD 57104 (605) 334-6646 (605) 332-1333 Fax <a href="mailto:helpline@sdvic.org">helpline@sdvic.org</a>	Carol Muller Executive Director 1000 N. West Ave, Suite 310 Sioux Falls, SD 57104 (605) 334-6646 (605) 332-1333 Fax <a href="mailto:director@sdvic.org">director@sdvic.org</a>
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- 11) The marketing plan for the 211 number will be focused on the Sioux Falls area. 211 will be marketed through a variety of means including but not limited to: television ads, print ads, radio ads, billboard ads, posters and magnets.
- 13) Federal Tax Identification Number: 23-7424387

## **PUC Application for Assignment of 211 Dialing Code**

### **20:10:30:01.01 Criteria for assignment**

The use of the 211 dialing code by the HELPLine would provide access for the public to thousands of community resources. A call to 211 would provide an individual with access to referral staff who would assess their situation, provide referrals that meet their needs and offer assistance designed to address the underlying cause of the problem. This would directly benefit people with human needs and would substantially benefit the entire community by providing an immediate resource for those in need.

- 1) Emergency services such as food, clothing, shelter and financial assistance would be easily accessed through a 211 system. Making the connection to these services in a quick and efficient manner would promote the health, safety and welfare of all people. As an example, a single mother of two young children has only a few dollars and no place to sleep on a bitterly cold night. By dialing "211" she would be connected to a trained staff member that would assist in making arrangements for shelter that night and referrals the next day for emergency financial assistance, employment opportunities and long term housing options.
- 2) A 211 system would provide callers with access to a broad range of government and public agencies. The current referral database of the HELPLine lists over 3,000 programs and agencies that are sponsored by government entities and public organizations. The database contains, city, county, state and national government listings.
- 3) People disadvantaged by a physical impairment such as a hearing loss would be able to access the 211 service through a TTY machine that is connected to the phone system. Persons with other types of physical impairments would only be limited by their access to a phone system.
- 5) The assignment of the 211 dialing code to the HELPLine would benefit the public in many ways and would also minimize confusion regarding appropriate calls. With the easily recognizable 211 as the number to call for access to community resources, the public will quickly learn that these calls should not be directed to other numbers such as 911. 911 centers typically receive a percentage of calls that are inappropriate and would be better served by 211. A reduction in those inappropriate calls would allow the 911 operators more time to direct to emergency calls.

With the introduction of 211, 911 would remain the number to call for police, fire or EMS emergency response and 411 would remain the number to call for directory assistance. Use of 211 to access information regarding available community resources in circumstances involving immediate needs for shelter or food, substance abuse and family problems would serve to alleviate congestion on 911. Staff members at 911 centers have neither the time nor the expertise to assist

callers in need of food, clothing, shelter, counseling or financial assistance, no matter how immediate those needs are.

An attachment sheet quickly comparing 911 and 211 has been included.

- 6) There is currently a petition on file with the Federal Communications Commission (FCC) to set aside the 211 dialing code nationwide to be used for only Information and Referral to community resources. The petition was filed in May of 1999. All but a few of the nearly 200 comments sent to the FCC expressed support for the request. The FCC has not made a ruling at this point. The petition was filed by the Alliance of Information and Referral Systems, United Way of America, United Way 211 (Atlanta, GA), United Way of Connecticut, Florida Alliance of Information & Referral Services, and The Texas I & R Network.

A copy of the FCC petition has been included in the application packet as an attachment.

- 7) The assignment of 211 for community resource assistance follows a trend among other states that have already assigned the 211 number for this purpose. These states include Georgia, Connecticut, Utah, Texas, Florida, Wisconsin, Tennessee, North Carolina, Alabama and Virginia. Many other states are in the process of granting approval for the use of 211 for this purpose.

#### **20:10:30:03 Application -- Contents**

211 will be used to assist people who need assistance to meet their basic human needs. Callers could be looking for food, clothing, shelter, financial assistance, mental health services, substance abuse services, child care, or intervention in a crisis situation such as suicide or abuse. The number will be free with no restrictions on who may access the number for assistance.

#### **20:10:30:04 Financial information**

An attachment detailing the budget of the HELpline division has been included in the application. This budget includes the addition of 211 to the HELpline. The 211 costs include capital expenses of a new phone system, telephone wiring and additional office equipment. Operating expenses include increased number of staff, marketing expenses and increased telephone expenses.

The increased costs to change the HELpline phone number to 211 will be supported through the city of Sioux Falls, the Sioux Empire United Way, grants and contributions.

There will be no revenues generated from the implementation of 211.

**20:10:30:05 Burden of proof – Public interest – Technical, financial and managerial capabilities.**

It is in the public interest to have one easy-to-remember, easy-to-dial number to use in a time for community resources. An abbreviated dialing code would be easier for those in need to remember and dial than the traditional seven-or ten-digit numbers. People often struggle with crisis situations that involve human needs. A number such as 211 would offer these individuals a quick, easy way to reach out for the help they desperately need. These critical situations might involve the need for mental health services, substance abuse services, financial assistance or the need for the basic necessities of food, clothing or shelter.

The HELpline has been a 24-hour information and crisis phone line for over 25 years. The HELpline is certified by the American Association of Suicidology as the only accredited crisis/suicide line in the state of South Dakota. The HELpline is the only recognized 24-hour, comprehensive information/referral hotline in South Dakota. Also, the HELpline is a member of the Alliance of Information and Referral Systems.

Our mission statement is "Strengthening individuals, families and community by bridging people with resources and support."

The HELpline is answered by trained staff members 24-hours a day. The HELpline manager is currently a licensed professional counselor, certified crisis worker, certified information & referral specialist and has successfully managed the HELpline more than five years. The staff members have completed an extensive training program focusing on crisis intervention and community resource training. Staff members are trained to go beyond assessing caller needs, by exploring the underlying causes, available assistance options and a variety of alternatives.

The HELpline currently has more than 3,000 programs and agencies listed in its resource database. These include social service, government, health, mental health and substance abuse programs on a local, state and national level. The database is accessed through a nationally developed computer software program specifically created for information/crisis phone lines.

Changing the HELpline's phone number to 211 would serve to increase the visibility and awareness of where to call for assistance. The only changes the HELpline would need to make include the addition of more staff and a more sophisticated phone system to handle the influx of calls.

**20:10:30:10 Termination for higher public interest**

The Volunteer & Information Center (HELpline Division) is aware that the Federal Communications Commission (FCC) may preempt its ability to use the 211 dialing code in the future if the North American Numbering Plan (NANP) Administrator determines that the 211 dialing code should be allocated to another use on a national basis. The South Dakota Public Utilities Commission's approval of the abbreviated 211 dialing code at this time is a risk well worth taking in the light of the significant benefits that the use

of the 211 dialing code will provide to the residents of South Dakota, for whatever period of time it may be available. As discussed previously, there is a petition before the FCC to allocate the 211 dialing code specifically to the type of non-profit, community human services information and referral services performed by the HELpline. However, delaying use of the 211 abbreviated dialing code until such a petition is approved by the FCC, would inhibit the HELpline's ability to enhance its critical public services potentially leaving people without assistance.

During the last two years, the United Way of Metropolitan Atlanta and the United Way of Connecticut have instituted the use of the 211 dialing code to access their systems. In both instances it caused an immediate increase in the volume of calls and consequently, the amount of assistance provided to people in need was increased.



**NEXT**

**DOCUMENT (S)**

**BEST IMAGE**

**POSSIBLE**

2011-12

### **Attachments**

Comparison Sheet of 911 and 211  
Nationwide FCC Petition for 211  
Current and Future Budgets  
Articles of Incorporation  
Annual Report  
Audit Report

# Public/Community Service Phone Services Compared

	<b>911</b>	<b>211</b>
<b>Purpose</b>	Reduce response time for emergency calls	Help consumers access human services from complex web of public and private agencies
<b>Service</b>	Receive emergency reports; dispatch public safety and emergency services	Assessment of need; referral, coaching on obtaining services
<b>Reason consumer calls</b>	Seek emergency help; report crime	Learn where to turn for a wide variety of personal and family crises
<b>Degree of urgency</b>	Often life threatening	Ranges from important to meet a current need to urgent to address a personal or family crisis
<b>Who answers the phone</b>	Public safety operator	Trained Information & Referral specialist, often supervised by a masters degreed counselor
<b>Range of referrals provided</b>	Public safety and emergency services	Full range of public, private and voluntary human services
<b>Impact on service delivery</b>	Standardizes emergency call system nationwide	Enhances access to complex service "system" for consumers; provides common service database for providers
<b>How enhances other N11 services</b>	Gives priority to emergency calls	Complements 911 by offering more depth of contact and broader range of referrals and diverts non-emergency calls from 911
<b>Funding</b>	Public	Combination of public and charitable support, typically including United Way funding
<b>Auspices</b>	Local public safety agency	Nonprofit "Information & Referral" agency in most communities
<b>Momentum to adopt</b>	Near-universal acceptance	Implemented in Atlanta, state of Connecticut, approved in 8 states with implementation efforts under way

**Federal Communications Commission Petition**

UNITED STATES OF AMERICA

BEFORE THE

FEDERAL COMMUNICATIONS COMMISSION

is the State of

Alliance of Information

and Referral Systems,

United Way of America,

United Way 211 (Atlanta, GA),

United Way of Connecticut,

Florida Alliance of Information &

Referral Services,

and The Texas I&R Network

Petition For Assignment of

211 Dialing Code for Use

by the Public to Access Essential

Community Resource Services

REQUEST OF THE ALLIANCE OF INFORMATION AND REFERRAL SYSTEMS, UNITED  
WAY OF AMERICA, UNITED WAY 211 (ATLANTA, GA);  
UNITED WAY OF CONNECTICUT, FLORIDA ALLIANCE OF INFORMATION AND  
REFERRAL SERVICES, INC., AND THE TEXAS I&R NETWORK  
FOR ASSIGNMENT OF 211 DIALING CODE

The Alliance of Information and Referral Systems, the United Way of America, United Way 211, the

United Way of Connecticut, The Florida Alliance of Information and Referral Services, Inc. and the Texas

Information and Referral Network (collectively referred to as the "211 Collaborative"), hereby file this

request pursuant to Section 1.41 of the Rules and Regulations of the Federal Communications Commission

(the "Commission"), 47 C.F.R. § 1.41 (1997). The 211 Collaborative respectfully requests that the

Commission assign the 211 dialing code for use by the public to access services providing free information

and referrals regarding community service organizations.

There is a demonstrated need for an easy to remember, easy to use dialing code that

will enable persons in need, perhaps critically so, to be directed to available community resources. Assigning 211 to such services will provide an important adjunct to the codes that the Commission already has assigned to address public needs. This designation is the next logical step towards developing a comprehensive network of referral services to ensure that all citizens have the opportunity to have their basic human needs addressed, whether those needs are immediately life-endangering (911), or less urgent but still threatening to health or welfare (211).

There is strong interest in several states for developing 211 as a free community resource referral service, and the tools exist to put this interest into action. Accordingly, assignment of 211 for use by community resource information and referral services is in the national public interest.

In support of this Request, the 211 Collaborative states as follows:

Identification of Movants.

The Alliance of Information and Referral Systems ("AIRS") is a non-profit organization supporting 990 member I&R agencies, whose primary business is connecting people to valuable human services. AIRS also supports, among its 974 members, 24 state and regional affiliate organizations, several military representatives of each branch of the armed forces, Area Associations of Aging, and Associated Disabilities. The Alliance of Information and Referral Systems (AIRS) was incorporated in 1973, with the mission of improving access to services for all people through the mechanism of information and referral. AIRS meets this goal through its publications, international training conferences, and I&R clearinghouse. Based in Seattle, Washington, it offers a professional umbrella for all I&R providers in both public and private organizations. AIRS promotes the image of I&R and conveys new developments in the field through its publications and national networking.

The United Way of America (the "United Way") is a non-profit membership organization, organized in the State of New York on June 25, 1970. It provides training, technical assistance and support to 1400 United Ways nationwide, helping to coalesce local community building efforts in helping individuals meet critical basic needs, investing in youth, creating opportunities for challenged individuals, caring for the elderly, and strengthening families.

United Way 211 was created by the United Way of Metropolitan Atlanta, which is a non-profit organization formed as Associated Charities in the State of Georgia in 1905. The

Public Service Commission of Georgia assigned the n11 number 211 to United Way of Metropolitan Atlanta on May 6, 1997. United Way 211 serves thirteen counties around the Atlanta Metropolitan Area

and is dedicated to providing the public with critical human service information 24 hours a day, seven days a week.

United Way of Connecticut is a non-profit organization formed in the State of Connecticut on May 3, 1974. The United Way of Connecticut operates in the State of Connecticut and is dedicated to fulfilling the mission of making human services more accessible to all Connecticut residents and working with local United Ways to better serve their communities.

The Texas Information and Referral Network is a public private partnership under the leadership of the Texas Health and Human Services commission, a state agency. The Texas I&R Network was formed in February 1991 and is headquartered in Austin, Texas. The partnership operates in cities throughout Texas. The I&R Network is dedicated to building, coordinating and publicizing a state-wide network that provides local and state access points for health and human services information on Texas. The Texas I&R Network is one of the most advanced state-wide information and referral networks in the country.

FLAIRS, the Florida Alliance of Information and Referral Services, Inc., was incorporated on November 12, 1980 in Florida. Its purpose is to provide a state-wide mutual assistance network through educational and training opportunities among its membership in the delivery of information and referral and crisis-support services.

Each of the Petitioners is involved in providing information and referral services. Accordingly, the 211 Collaborative has a direct and substantial interest in assigning an easily accessible three-digit dialing code for use on a nationwide basis by information and referral services whose mission is to connect persons in need with community resources to meet those needs.

The names and addresses of the persons to whom communications in regard to this Request and this proceeding are to be addressed are:

Attorneys  
Robert I. White  
Nancy A. White  
Long Aldridge & Norman LLP  
701 Pennsylvania Avenue, N.W.

211 Partners  
04/28/99

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Page

Suite 600  
Washington, D.C. 20004

*United Way 211*  
Lori Warrens  
United Way 211  
100 Edgewood Ave.  
Atlanta, GA 30303

*Texas Information & Referral Network*  
Judy Windler  
4900 North Lamar  
Austin, Texas 78751

*United Way of Connecticut*  
Carol MacElwee, President  
1344 Silas Deane Highway  
Rocky Hill, CT 06067

*United Way of America*  
Irv Katz  
701 N. Fairfax Street  
Alexandria, VA 22314-2045

*Florida Alliance of Information and Referral Services*  
Randall Nicklaus  
Telephone Counseling & Referral Service, Inc.  
527 E. Park Avenue  
Tallahassee, FL 32301

*Alliance of Information and Referral Systems*  
Peter Aberg  
Executive Director  
P.O. Box 31668  
Seattle, WA 98103

**National Need For An Easily Available Single Point Of Access For Persons Needing To Locate The Community Resources That Can Provide Assistance**

As the Federal Communications Commission recognized in its February 19, 1997 Order, in CC Docket No. 92-105, N11 numbers are a finite resource. It is critical that such a limited national public resource be allocated to the highest and best possible use. The current assignment of 911 and 311 for police emergency and non-emergency uses recognizes this fact. There are, however, several types of urgent and critical human needs not addressed by 911 and 311.

Information and Referral organizations (I&Rs) currently providing community resource services on a local basis are presented daily with requests for assistance from individuals facing serious threats to life, health

and mental well-being. A Call Summary prepared by United Way 211 for 1997 indicates that, of the calls received, approximately seven percent involved immediate shelter needs, 20 percent involved rental/mortgage assistance needs (e.g., threat of eviction), 16 percent involved utility issues, critical inclement weather, and nine percent involved food. The remaining calls presented issues of counseling, medical aid, prescription assistance, physical and sexual abuse, and potential suicide.

Although the individuals in the above examples are not candidates for a 911 or a 311 call, their needs are urgent and critical. Less urgent, but no less important are situations involving persons needing childcare solutions, aging and hospice services, adolescent activities, educational programs, support groups, legal assistance, child and spousal abuse counseling, substance abuse programs, and other important services.

These latter needs are undeniably vital to the health and welfare of individuals, families and communities.

The need for community support services has increased with the implementation of federal and state welfare-to-work initiatives. These initiatives generate heavy demands for transitional support services, employment services, childcare solutions, transportation, and job training. The demand for assistance with basic needs has also increased. A recent survey conducted by the U.S. Conference of Mayors revealed that "despite a surging economy and low unemployment, demand for emergency food and shelter continued to grow this year," (SEE AP ARTICLE FOR ATTRIBUTION). According to the Columbia University National Center for Children in Poverty, "As welfare reform progresses, experts say, the result could be a rising tide of working poor struggling to stay afloat without any federal promise of a life raft." (SEE ARTICLE FOR ATTRIBUTION)

Virtually every community has organizations that provide assistance in the situations described above.

Across the nation, I&Rs connect callers to the information or assistance they need. Community I&Rs provide a critical safety net to individuals and families in crisis and those struggling with ongoing problems. In Atlanta, for example, the local United Way provides these services to a populace of more than 3 million people. Similarly, in Connecticut, Infoline provides information and referral to community resources throughout the state. In Texas, one of the largest geographical areas in the United States, regional data centers are being established to provide comprehensive health and human service information. These 24-hour data centers are linked to the 100 identified community information centers in



well as each other, allowing the 18 million residents of Texas to have access to information about vital services across the state. In Florida, an integrated database has been developed and uploaded to the FLAIRS Internet site. It has search features and includes data that represent about 40% of the state's counties.

What is missing, however, is a uniform approach for efficiently bringing together those in need with those willing to lend a helping hand. The 211 Collaborative respectfully submits that this gap can and should be filled by the FCC's assignment of 211 nationally, for use by referral services whose mission is putting together persons in need and available community resources. Assignment of 211 to community information and referral services will foster more efficient use of available community resources, by providing an easily used and easily remembered point of access for persons in need.

#### **Need For A National Safety Network For Persons In Need Not Met By 911, 311, 800 and 800 Numbers**

The focus of existing 911 centers is and should be emergency police and fire services. In FCC 97-31, the Commission stated that retention of 911 as a national code for reaching emergency services "clearly serves the public interest because end users know that they can dial this code from virtually any exchange in the country to obtain emergency assistance." However the FCC has also noted the 911 centers receive a large percentage of inappropriate calls and thus has set 311 aside for access to non-emergency police services. The ability of 311 centers to provide a comprehensive referral to relevant community services for each caller, is limited by the underlying purpose of 311. The centers are designed to reduce the number of non-emergency calls to 911 by providing easy access to non-emergency police services. To the extent they are implemented by local governments, the 311 centers can provide a valuable public service. Even when a 311 service operates, however, there remains a strong need for a universal access point for individuals seeking answers to critical and urgent needs not efficiently or comfortably addressed by calling the police. Individuals needing help or information may be reluctant to make a call to a 311 service operated by a law enforcement agency. Persons in need may simply discount the possibility that they could find the information or help they seek through a call to a police-operated 311 service. These services will not, for example, be advertised throughout the community as a resource point for those in need of shelter or food. In other cases, the necessity of speaking to a police officer may discourage a person from seeking help or information by this means. A victim of abuse or a person suspecting abuse, for example, may want information or advice, but be unwilling to contact law enforcement as a first step toward help.

It should also be noted that there is a significant and substantive difference between the approaches taken by 911/311 staff and those responding to calls to I&R systems. In the former cases, the sole focus is upon the situation or problem presented, with an expected immediate solution of some sort. Unlike the emergency 911 callers, many of those accessing I&Rs can afford the time and attention to consider alternatives and broader horizons. I&R agents are trained to go beyond assessing caller needs, and evaluate the underlying causes, available assistance options and a variety of alternatives. Some of these may well lead to early intervention situations, with such positive outcomes as the preservation of families or secure neighborhoods, basic building blocks of a stable community. Educating the caller to possibilities in the social service and community organization networks is a frequent byproduct of such communications.

Effective information and referral requires a level of commitment as well as a focus on community human services not provided by local police departments. In addition to developing and maintaining large resource databases, I&Rs participate in and often lead local human service councils, member groups of Volunteer Organizations Active in Disasters (VOAD) and a wide range of assistance collaboratives. I&R staff are human service professionals trained to assess caller need and state of mind, available resources and then to provide appropriate referrals. I&R requests are often symptomatic of other problems or issues facing a caller; an effective I&R service must be able to identify and address those challenges.

Personnel staffing 311 services are neither intended to serve as a comprehensive referral service for general non-police community resources, nor likely to have at their fingertips a comprehensive data base of the specific resources available locally.

**887, 888 Numbers** - There are at present over 20 million toll-free 800, 877, and 888 telephone numbers. Confusion among these, added to the margin for error in dialing eleven digits, create obstacles to usage, especially in urgent situations. And, unless there is the gimmick of alphabetically spelled out words, the sheer length denies probability of memorization. The call-in directory for toll-free numbers (1-800-555-1212) lists entries only by name, not by service or need category. In addition, directory assistance operators are not trained to assess caller need or handle crisis calls.

**Local Numbers** - A local number for community information and referral is difficult to distinguish from the thousands of other local business and human service numbers. Transients and the recently educated, who often need temporary assistance, will benefit from a uniform national number. Family information

and referral services have promoted local numbers for over 20 years, with public awareness of the service is low.

### **Benefits To 911, 311 And Community Social Services.**

Use of 211 to access information regarding available community resources in circumstances involving immediate needs for shelter or food, hospice care, substance abuse, and family problems, much as 311 services do, serve to alleviate congestion on 911. Personnel staffing 211 centers have neither the time nor the expertise to assist callers in need of food, clothing, shelter, counseling or financial assistance, no matter how immediate those needs are. Yet such calls are frequently received by 911 services. The city of Atlanta's 911 call center staff indicate that their centers frequently received calls more properly directed to a resource information line for community services. Of the 1,154,532 calls received by the city of Atlanta's 911 center in 1997, 53 percent were either handled by a police report or determined inappropriate for 911 because the caller simply sought information, including health and human services resource information. As a result, Atlanta's 911 call center staff immediately recognized the benefits of a dialing code devoted to a community resource information and referral service and enthusiastically supported establishment of United Way 211. With the establishment of United Way 211, community and service resource calls can now be referred there, rather than taking phone lines and staff away from police emergencies.

The 211 Collaborative anticipates that 211 services will be provided primarily by private, not-for-profit organizations, and thus, in most cases, will not rely solely on governmental funding. In other cases, the private organization and local or state governments may work together to develop and implement 211 as a single access point for available community resources. In either case, however, the assignment of 211 to information and referral services will provide communities with an important tool for enhancing the efficient delivery of community resources, without causing a significant drain on local budgets.

As such, the assignment of 211 will complement and in some cases provide a valuable alternative to 311 services. Some communities may not have sufficient funding available to staff a 311 service fully with law-enforcement personnel, seven days a week, 24 hours a day. In those instances, 211 service could

provide a complementary service to the 311 services the local government is able to fund. In case there is no funding at all for a police-staffed 311 service, the availability of an alternative service, staffed by non-governmental organizations, such as 211, becomes an even more critical way to route emergency calls away from 911, and to the pertinent agencies and organizations.

The availability of a single dialing code, such as 211, as a single point of access for locating community resources also allows the organizations and agencies delivering the services to focus on their core mission, rather than expending their often scarce funds on raising their community profile and starting their own central lines. In developing services such as United Way 211 in Atlanta or inrolling in Chicago, the 211 Collaborative assisted consumers in simplifying access to their services, providing coverage for 211 numbers, and often supplying coverage for agencies needing round-the-clock availability.

#### **Successful Models Of Community Resource Information and Referral Services Lead To Support Prompt Implementation On A National Level.**

There can be no serious dispute as to the need for, and benefits of, establishing a dialing code 211 as a single point of access to community human service services throughout the nation. Furthermore, the 211 Collaborative anticipates that, if assigned for this purpose, the 211 dialing code will be processed and set up quickly and effectively in many jurisdictions. There is widespread interest across the country in implementing the type of central clearinghouse for community resources that the 211 Collaborative proposes for 211 assignment. Atlanta's United Way 211 center has been mentioned by request from other communities about how to develop and manage a 211 call center. The United Way of Connecticut has received approval to implement a 211 number and plans to launch the service in January 1999. Governor John Rowland, who strongly backs the concept, has provided funding for the increased wage and for enhanced technology. The Texas I&R Network members have shown unrelenting interest in developing a 211 call center, and have committed to pursuing implementation of 211 service at the Texas Public Utilities Commission. Organizations in Florida, Kentucky, Nebraska, Virginia and Wisconsin have also expressed strong interest in setting up 211 community resource information and referral services.

Moreover, highly successful working models can provide the template for communities to put their enthusiasm into action. These organizations will provide workable models and support for implementing 211 services across the country.

In Atlanta, United Way 211 is a free 24 hour a day, seven days a week, telephone information and referral service staffed by trained bilingual referral agents. Additional multi-lingual assistance is provided by the AT&T language line. Agents have access to a database of over 2000 resources to match callers to social services, as well as to provide information regarding volunteer, donation and civic involvement opportunities. Referral agents assess each caller's situation and give the phone number, hours of operation and intake procedures for each agency. In an extremely high call volume area, callers can connect the caller directly with an agency.

The United Way 211 data base includes a complete array of public and private agencies and programs in its region, not just United Way member agencies or those supported by United Way funding. Accordingly, comprehensive information on all community resources is available through United Way 211.

United Way 211 also utilizes an interactive voice response system that provides automated referrals during peak call volume periods. Callers seeking access to food, shelter, clothing, child care, and public assistance receive referral information based on their needs and location. The information can be requested as often necessary and the caller can choose to wait for a referral agent at any time.

Infoline of Connecticut also has significant experience operating an information and referral clearinghouse for community resources. Created in 1976 as a public-private partnership of United Way and the State of Connecticut, it has gained national recognition as a model system. Infoline was recently awarded certification by the American Association of Statewide Infolines.

The Texas I&R network is one of the most advanced state-wide information and referral networks in the country. The experience of this organization and its members will provide valuable assistance to other communities seeking to implement such a service. As noted above, there is strong support in Texas for implementing community resource referral services using the 211 dialing code.

The FLAIRS Network, a project founded in 1983, has developed a collaborative network of local providers throughout Florida with the purpose of creating an integrated state-wide data base of resource information.

This required designing a statewide model with local I&R buy-in. Data and communications standards were developed and four regional pilot sites were selected in August 1997. An integrated data base has been developed and uploaded to the FLAIRS Internet site ([www.flairs.org](http://www.flairs.org)).

In addition to these, AIRS is another support source for communities seeking to set up their own 211 services. AIRS is a 990-member network of Information and Referral agencies, whose primary business is connecting people to valuable services. Over 25 years the members of AIRS have developed professional standards to guide referral staff in the best practices for classifying and managing databases, assessment skills, collaborative relationships, training, data analysis and reporting, follow-up, and advocacy. AIRS will help localities establish their own 211 referral service by providing agency accreditation, specialist certification, training tools, and other support services. The quality of AIRS' high standards is substantively acknowledged in Houston, where the local I&R Services (United Way of Texas Gulf Coast) staff actually are responsible for the training of their counterparts at 911.

The nation has a wealth of community resources organizations that provide services directly to those in need. Organizations experienced in supporting and directing those in need to the appropriate community resources also exist. Assignment of 211 for use by the latter as a gateway to match needs and resources, will have local and national benefits by maximizing the effectiveness of those organizations whose mission is to deliver services to needy persons locally. With models already in place, and sponsors willing to help set up similar systems in other localities, a nationwide system for public access to critical human service services could be implemented quickly and effectively.

### **Conclusion**

Persons and families throughout the nation urgently need assistance with issues that threaten their health and welfare, but that are not proper subjects for calls to 911 or 311. Many community resources exist throughout the country to meet these critical human needs. Human service resources are vital to many Americans and access to those resources should be as easy and convenient as possible. An easily recognized and remembered 211 number will enable people to find help, quickly and efficiently, in order to survive emergency circumstances or brave difficult circumstances. Accordingly, the 211 Collaborative

respectfully submits that it is in the public interest for the Commission to assign 211 for use by information and referral services whose goal is to ensure help for those in need, and that organizations with the mission of providing help can better fulfill that goal.

WHEREFORE, for the reasons set forth above, the Alliance of Information and Referral Systems, United Way of America, United Way 211, United Way of Connecticut, Florida Alliance of Information and Referral Systems, and The Texas I&R Network respectfully request that the Commission assign the 211 code for use by the public in accessing community resource services.

Dated at Washington, D.C., this \_\_\_\_ day of May, 1998.

Respectfully submitted.

## HELPLINE Budget - Division of the Volunteer & Information Center

<b>INCOME</b>	2001 Budget (Including Addition of 211)
Contributions	11,500
United Way	160,000
City of Sioux Falls	60,000
Grants	60,000
Prgm Fees/Contracts	27,528
Trainings/Misc	5,700
Sales	14,120
<b>Total Income</b>	<b>338,848</b>
<b>EXPENSES</b>	
Salary	231,925
Professional Fees	4,054
Insurance	575
Supplies/Postage	7,336
Equipment	43,236
Telephone	8,500
Occupancy	9,849
Printing	12,900
Staff Training	3,000
Marketing	17,473
<b>Total Expenses</b>	<b>338,848</b>



# Volunteer & Information Center 2000 Budget

(Includes all divisions - HELPLines, Family Resource Network, Mentoring, Volunteer Center)

11/9/1999 Board of Directors Approved	2000 Board Budget	
<b>INCOME</b>		
1 Contributions	10,363	
<b>Special Events</b>		
2 Holiday Appeal	14,000	
3 Golden Rule Award	6,190	
4 Miscellaneous		
5 Bowl for Kids' Sake	50,200	
6 United Way	272,230	
<b>Government</b>		
7 City of Sioux Falls	24,000	
8 Minnehaha Cty.	10,000	
9 Lincoln Cty.	1,000	
<b>Grants</b>		
10 Bush/Mentoring		
11 Bush/F R N	2,500	
AmericaCorps	13,300	
Sheldon Reese	1,250	
S F A F - BVC		
SD Dept Health		
Dayton's	888	(Deferred revenue from 1999 grant, split between 2 fiscal years)
Family Svc.	550	
12 State Contract	99,058	
13 Prgm Fees/HELP	22,428	
Crank Hot Line	5,180	
14 Prgm Fees/F R N	19,000	
15 Sales/HELP	13,430	
17 Interest Income	4,000	
18 Miscellaneous	3,000	
19 Directories	6,200	
20 Natl Vol Wk	1,700	
21 Providers Day	300	
22 Outside Trng	1,000	
23 File Server		
Internet Service	960	
<b>TOTAL INCOME</b>	<b>582,727</b>	

2000 Bd Bud

## EXPENSES

1 Professional Salary	285204
2 Agency Support	49266
3 Support Staff-HL	45680
4 Health Insurance	14084
5 Benefit Package	17409
6 Workers Comp	1168
7 FICA	29310
8 SD Unemp. Tax	1247
9 Professional Fees	2900
10 Insurance	6100
11 Supplies	9000
12 Computer Mntnce	1,000
13 Telephone	10500
14 Postage	11000
15 Occupancy	33600
16 Equip Mntnce&Rent	1500
17 Printing	6296
18 Directories	5200
19 Transportation	3600
20 Conf & Staff Trng	6523
21 Training Exp.	1100
22 Subscr-Dues-Publica	1530
23 Awards-Recognition	600
24 Misc Expenses	4000
25 SE-Golden Rule Award	5010
26 SE-Holiday Appeal	300
27 SE-Ann Mtg	400
28 SE-Bowl for Kids' Sake	9000
29 Pymt Affiliated Org	2800
30 Resource/Development	500
31 Match Activities	1500
32 Marketing	7000
33 National Volunteer Week	1700
34 Board Expense	500
Agency Newsletter	2000
Internet Expense	1200
Employee Expense	
<b>TOTAL EXPENSE</b>	<b>582727</b>
<b>NET</b>	<b>0</b>

# Volunteer & Information Center 2000 Budget

(Includes all divisions - HELPLines, Family Resource Network, Mentoring, Volunteer Center)

11/9/1999 Board of Directors Approved	2000 Board Budget	
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2000 Bd Bud

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30 Resource/Development	500
31 Match Activities	1500
32 Marketing	7000
33 National Volunteer Week	1700
34 Board Expense	500
Agency Newsletter	2000
Internet Expense	1200
Employee Expense	
<b>TOTAL EXPENSE</b>	<b>582727</b>
<b>NET</b>	<b>0</b>

Internal Revenue Service

Department of the Treasury

District  
Director

Person to Contact: EO:TPA

VOLUNTEER AND INFORMATION CENTER INC  
1000 N. West Avenue, Ste. 310  
Sioux Falls, SD 57104-1314

Telephone Number: 1-800-829-1040  
312-435-1040

Refer Reply to: 92-1402

Date: March 24, 1992

RE: EXEMPT STATUS  
EIN: 23-7424387

This is in response to the letter, dated February 28, 1992, regarding your status as an organization exempt from Federal income tax.

Our records indicate that a ruling letter was issued in January 1975, granting your organization an exemption from Federal income tax under the provisions of Section 501(c)(3) of the Internal Revenue Code of 1954. Our records also indicate that your organization is not a private foundation but one that is described in Section 509(a)(1) & 170(b)(1)(A)(vi) of the Internal Revenue Code.

Contributions made to you are deductible by donors in computing their taxable income in the manner and to the extent provided in Section 170 of the Internal Revenue Code.

If your gross receipts each year are normally \$25,000 or more, you are required to file Form 990, Return of Organizations Exempt from Income tax by the fifteenth day of the fifth month after the end of your annual accounting period.

You are not required to file Federal income tax returns unless you are subject to the tax on unrelated business income under Section 511 of the Code. If you are subject to this tax, you must file an income tax return on F-990-T.

If any question arises with respect to your status for Federal income tax purposes, you may use this letter as evidence of your exemption.

This is an advisory letter.

Sincerely yours,



R. S. Wintrobe, Jr.  
District Director



**NEXT**

**DOCUMENT (S)**

**BEST IMAGE**

**POSSIBLE**



ARTICLES OF INCORPORATION  
OF  
THE VOLUNTARY ACTION CENTER OF MINNEHAHA COUNTY, INC.

We, the undersigned natural persons of the age of twenty-one years or more, have associated ourselves together for the purpose of forming a non-profit corporation under and by virtue of the Statutes and Laws of the State of South Dakota, and hereby adopt the following Articles of Incorporation for such corporation:

ARTICLE I

The name of the corporation is the Voluntary Action Center of Minnehaha County, Inc.

ARTICLE II

The period of its duration is perpetual.

ARTICLE III

The purpose or purposes for which the corporation is organized are:

- a) To recruit, coordinate, and to facilitate the use of volunteers in effective service to the community through communications, referrals, and cooperation between and among volunteers, member agencies, and the clientele in the community.
- b) To promote and support worthwhile programs designed by other community and state-wide groups, organizations and agencies which further the purposes of the corporation.
- c) To provide and operate facilities in furtherance of the purposes of the corporation.
- d) To receive and accept donations of money or other property for carrying out the above-stated purposes.
- e) The general purposes for which this corporation is formed are to operate exclusively for such charitable and educational purposes as will qualify it as an exempt organization under Internal Revenue Code Section 501 subdivision (c)(3), including for such purposes, the making of distributions to organizations that qualify as tax-exempt organizations under the code.

filed this 16th day of  
March 1974

*James B. [Signature]*  
SECRETARY OF STATE



of any subsequent federal tax laws.

n) The corporation shall distribute its income for each taxable year at such time and in such manner as not to become subject to the tax on undistributed income imposed by Section 4942 of the Internal Revenue Code of 1954, or corresponding provisions of any subsequent federal tax laws.

#### ARTICLE IV

The corporation shall be a membership corporation, which membership shall be composed of one class only who shall be known as general members. To become a member of the corporation, an application must be made to the board of directors accompanied by a dues payment of \$10.00 which application shall be automatically accepted by the board of directors and a membership certificate issued to the applicant for membership. To maintain membership status each member must pay annual dues in the sum of \$10.00. No limit upon the number of members shall be imposed. Each member of the corporation shall have the right to one vote in elections to amend these Articles and in elections to determine issues of policy referred to the general membership by the board of directors.

#### ARTICLE V

The corporation shall be directed by the Board of Directors who shall elect officers of the corporation in accordance with the by-laws hereafter to be adopted.

#### ARTICLE VI

In the event of liquidation or dissolution of the corporation whether voluntarily or involuntarily or by operation of law, the remaining assets of the corporation shall be disposed of in such a manner and to organization or organizations organized and operated exclusively for charitable, educational or scientific purposes as shall at the time qualify as exempt under the United States Internal Revenue Code.

#### ARTICLE VII

The address of the registered office of the corporation is 2118 South Summit Avenue, Sioux Falls, South

f) This corporation shall have and exercise all rights and powers conferred on corporations under the laws of the State of South Dakota, provided, however, that this corporation is not empowered to engage in any activity which in itself is not in furtherance of its purposes as set forth in Subparagraphs a) through f) of this Article III.

g) No part of the net earnings, properties, or assets of this corporation, on dissolution or otherwise, shall inure to the benefit of any private person or individual or any member or director of this corporation, and on liquidation or dissolution, all properties and assets of this corporation remaining after paying or providing for all debts and obligations shall be distributed and paid over to such fund, foundation, or corporation organized and operated for charitable or religious purposes as the board of directors shall determine, and as shall, at the time, qualify as a tax-exempt organization under Internal Revenue Code Section 501 subdivision (c)(3), or as the same may be amended.

h) This corporation shall not, as a substantial part of its activities, carry on propaganda, or otherwise attempt, to influence legislation.

i) This corporation shall not participate in, or intervene in (including the publishing or distributing of statements), any political campaign on behalf of any candidate for public office.

j) The corporation shall not engage in any act of self-dealing as defined in Section 4941 subdivision (d) of the Internal Revenue Code of 1954, or corresponding provisions of any subsequent federal tax laws.

k) The corporation shall not retain any excess business holdings as defined in Section 4943 subdivision (c) of the Internal Revenue Code of 1954, or corresponding provisions of any subsequent federal tax laws.

l) The corporation shall not make any investments in such manner as to subject it to tax under Section 4944 of the Internal Revenue Code of 1954, or corresponding provisions of any subsequent federal tax laws.

m) The corporation shall not make any taxable expenditures as defined in Section 4945 subdivision (d) of the Internal Revenue Code of 1954, or corresponding provisions

Dakota, 57105.

#### ARTICLE VIII

The registered agent at such address is William Russell Cain, 2118 South Summit Avenue, Sioux Falls, South Dakota, 57105.

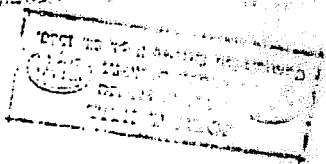
#### ARTICLE IX

The number of directors constituting the board of directors shall be no more than fifteen, and the names and addresses of the persons who are to serve as initial directors are as follows:

NAME	ADDRESS
William Russell Cain	112 West 14th Street Sioux Falls, South Dakota 57104
Richard L. Rayman	2814 South Center Avenue Sioux Falls, South Dakota 57105
Linda M. Olson	634 South Dakota Avenue Sioux Falls, South Dakota 57104
Jerry Larson	1209 West 23rd Street Sioux Falls, South Dakota 57105
H. Edward Yelick	2709 South Elmwood Avenue Sioux Falls, South Dakota 57105
Dorothy Bahnson	YWCA Sioux Falls, South Dakota 57102
Mae Mullinex	Canton South Dakota
Marilynn B. Kelm	3030 Donahue Drive Sioux Falls, South Dakota 57105
Richard E. Barnes	1710 South Menlo Avenue Sioux Falls, South Dakota 57105

#### ARTICLE X

The names and addresses of the persons forming this corporation are as follows:



Notary Public - South Dakota

I, James E. Olson, a notary public, hereby certify that on the 17th day of March, 1974, personally appeared before me, William Russell Cain, Richard L. Rayman, and Linda M. Olson, who being by me first duly sworn, severally declared that they are the persons who signed the foregoing document as incorporators and that the statements therein contained are true.

STATE OF SOUTH DAKOTA )  
COUNTY OF MINNEHAHA )  
SS:

Linda M. Olson  
Linda M. Olson

Richard L. Rayman  
Richard L. Rayman

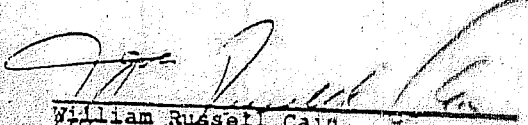
William Russell Cain  
William Russell Cain


Executed in duplicate on the 17th day of March, 1974.

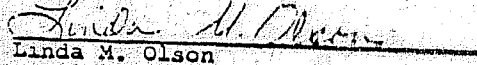
NAME	ADDRESS
William Russell Cain	1112 West 14th Street StouX Falls, South Dakota 57104
Richard L. Rayman	2814 South Center Avenue StouX Falls, South Dakota 57105
Linda M. Olson	634 South Dakota Avenue StouX Falls, South Dakota 57104

STATE OF SOUTH DAKOTA )  
                                  :SS  
COUNTY OF MINNEHAHA )

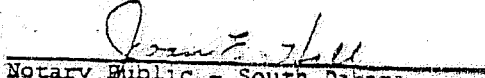
William Russell Cain, Richard L. Rayman, and Linda M. Olson, being duly sworn, each for himself, deposes and says: That he is one of the persons described in and who signed the foregoing Articles of Incorporation as an incorporator therein; that he has read said Articles and knows the contents thereof; that the incorporators intend in good faith to form a corporation for the purpose of promotion of a lawful business as set forth in said Articles and not for the purpose of enabling any corporation or corporations to avoid the provisions of SDCL 1967 37-1 of the State of South Dakota, relating to unlawful trusts and combinations and laws amendatory thereto.

  
\_\_\_\_\_  
William Russell Cain

  
\_\_\_\_\_  
Richard L. Rayman

  
\_\_\_\_\_  
Linda M. Olson

Subscribed and sworn to before me this 4<sup>th</sup> day of March, 1974.

  
\_\_\_\_\_  
Notary Public - South Dakota

JOHN E. HALL  
NOTARY PUBLIC  
1234 5th Street  
Cody, Wyo. 82401

Receipt No. 122767

File No. NS- 5514

Filed at Request of

Wm. Russell Cain  
Voluntary Action Center of  
Minnehaha County, Inc.  
112 West 14th St.  
Sioux Falls, S.D. 57104

Articles of Incorporation

of

VOLUNTARY ACTION CENTER  
OF MINNEHAHA COUNTY, INC.

State of South Dakota

Office of Secretary of State

} SA

Filed in the office of the Secretary of

State on the 6th day of March

1974

\_\_\_\_\_  
Secretary of State

By

Jan Johnson  
Assistant Secretary of State

Fee received \$20.00

# STATE OF SOUTH DAKOTA



## OFFICE OF THE SECRETARY OF STATE

### Certificate of Amendment

I, LORNA B. HERSETH, Secretary of State of the State of South Dakota, hereby certify that duplicate originals of Amendment to Articles of Incorporation of ..... THE VOLUNTARY ACTION CENTER OF MINNEHAHA COUNTY, INC., duly signed and verified, pursuant to the provisions of the South Dakota corporation acts, have been received in this office and are found to conform to law.

ACCORDINGLY and by virtue of the authority vested in me by law, I hereby issue this Certificate of Amendment to the Articles of Incorporation of . THE VOLUNTARY ACTION CENTER OF MINNEHAHA COUNTY, INC. Changing name to: VOLUNTARY ACTION CENTER-COMMUNITY INFORMATION CENTER, INC. and attach hereto a duplicate original of the Amendment.

IN TESTIMONY WHEREOF, I have hereunto set my hand and affixed the Great Seal of the State of South Dakota, at Pierre, the Capital, this ..... 15th ..... day of

September ..... A.D. 19 76

*Lorna B. Herseith*  
Secretary of State

Assistant

Vertical text on the right side of the page, possibly a stamp or recording information, including the date "SEP 15 1976" and other illegible markings.

THIS IS TO CERTIFY THAT THE MICROGRAPHIC IMAGE APPEARING ON THIS SLICE OF FILM IS AN ACCURATE REPRESENTATION OF THE ORIGINAL RECORD AND WAS PROCURED IN THE REGULAR COURSE OF BUSINESS ACCORDING TO THE PROVISIONS OF SOUTH DAKOTA CHAPTER 1-17. IT IS FURTHER CERTIFIED THAT THE MICROGRAPHIC PROCESS USED FOR REPRODUCTION OF THE ABOVE RECORDS WAS IN ACCORDANCE WITH THE RECOMMENDED REQUIREMENTS OF THE NATIONAL BUREAU OF STANDARDS (NBS) FOR MICROFILM REPRODUCTION.

REGISTRATION 25 ROLL NO RR336 11-3-81 DATE MICROFILMED: 11-3-81

# STATE OF SOUTH DAKOTA



## OFFICE OF THE SECRETARY OF STATE

### Certificate of Amendment

I, ALICE KUNDERT, Secretary of State of the State of South Dakota, hereby certify that duplicate originals of Amendment to Articles of Incorporation of VOLUNTARY ACTION CENTER-COMMUNITY INFORMATION CENTER, INC. duly signed and verified pursuant to the provisions of the South Dakota corporation acts, have been received in this office and are found to conform to law.

ACCORDINGLY and by virtue of the authority vested in me by law, I hereby issue this certificate of Amendment to the Articles of Incorporation of VOLUNTARY ACTION CENTER-COMMUNITY INFORMATION CENTER, INC., changing

NAME TO: VOLUNTEER INFORMATION CENTER, INC.

and attach hereto a duplicate original of the Amendment.

IN TESTIMONY WHEREOF, I have hereunto set my hand and affixed the Great Seal of the State of South Dakota, at Pierre, the Capital, this 26th day of

October, A.D. 1981  
*Alice Kundert*  
Secretary of State

Deputy



Receipt No. 180893

File No. NS-5514

Articles of Amendment

of

VOLUNTARY ACTION CENTER OF  
MINNEHAHA COUNTY, INC.

Changing name to

VOLUNTARY ACTION CENTER-  
COMMUNITY INFORMATION CENTER, INC.

State of South Dakota

Office of Secretary of State

Filed in the office of the Secretary of

State on the 15th day of Sept.

19 75

*Egna B. Heweth*

Secretary of State

By Assistant Secretary of State

Fees received \$10.00

Filed at Request of  
Augustana College  
29th St and S. Summit  
Sioux Falls, S.D. 57101

STATE OF SOUTH DAKOTA - DEPARTMENT OF REVENUE - DIVISION OF CORPORATE TAXATION - COMMISSIONERS OF ADMINISTRATION  
This is to certify that the foregoing receipt representing the filing of articles of amendment to the  
articles of incorporation of the voluntary center of Minnehaha County, Inc. in the office of the Secretary of State  
on the 15th day of September, 1975, is correct and true according to the records of the Secretary of State  
and the Department of Revenue. The amount of the fee received is \$10.00. It is necessary to  
file a copy of the original certificate of the Secretary of State in the office of the Commissioner of  
Administration. *Egna B. Heweth*  
Secretary of State

ARTICLES OF AMENDMENT  
TO THE  
ARTICLES OF INCORPORATION  
OF



Pursuant to the provisions of the South Dakota Corporation Act, the undersigned corporation adopts the following Articles of Amendment to its Articles of Incorporation:

FIRST: The name of the corporation is The Voluntary Action Center of Minnehaha County, Inc.

SECOND: The following amendment of the Articles of Incorporation was adopted by the shareholders of members of the corporation on May 19 ..... 1976, in the manner prescribed by the South Dakota Corporation Act:

Proposed Changes in Articles of Incorporation

1.) Article I

Amend to read as follows:

"The name of the corporation is the Voluntary Action Center - Community Information Center, Inc."

2.) Article III

Amend to read as follows:

The purpose of the Voluntary Action Center shall be to promote, facilitate and coordinate service oriented, volunteer citizen involvement in the management of community social problems by:

- a) providing linkages between volunteers and community needs;
- b) supporting and enabling both existing and emerging helping organizations to better utilize volunteers and volunteer resources; and
- c) assisting local citizens and organizations in identifying unmet community needs and encouraging response to those needs through volunteer efforts where appropriate.

The purpose of the Community Information Center shall be:

- a) to provide information and referral to link people in need with the appropriate agency or service to eliminate that need.
- b) to assist the long-range community planning processes by discovering and reporting gaps and overlaps in services.
- c) to promote and support worthwhile programs designed by other community and statewide groups, organizations and agencies in accordance with this purpose.

3.) Article IV

Amend to read as follows:

Omit the Article completely.

4.) Article VIII

Amend to read as follows:

Change registered agent to Robert Burns, 232 North Phillips, Suite 210, Sioux Falls, South Dakota, 57102.

Filed this 15th day of  
Sept 19 76

*Lynd B. Smith*  
SECRETARY OF STATE

STATE OF SOUTH DAKOTA - BUREAU OF REGISTRATION - OFFICE OF RECORDS MANAGEMENT - DIVISION OF REPRODUCTION OF THE  
 This is to certify that the aforementioned maps appearing on this title of records is an accurate reproduction of the  
 original record and was microfilmed in the regular course of business according to the provisions of South Dakota Codified  
 Law 1-27-8. It is further certified that the photographic process used for microfilming of the above records was in a manner  
 and on a material which met the prescribed requirements of the National Bureau of Standards for photographic  
 reproductions. Indications of this will be: 89 Seal 10/17/76  
 [Signature]

THIRD: The number of shares of the corporation outstanding at the time of such election was \_\_\_\_\_ and the number of shares entitled to vote thereon was \_\_\_\_\_.

FOURTH: The designation and number of outstanding shares of each class entitled to vote thereon as a class were as follows:

Class	Number of Shares
None (Note 1)	None

FIFTH: The number of shares voted for such amendment was \_\_\_\_\_ and the number of shares voted against such amendment was \_\_\_\_\_.

The number of shares of each class entitled to vote thereon as a class voted for and against such amendment, respectively, was:

Class	Number of Shares Voted For	Number of Shares Voted Against
None (Note 1)	None	None

SIXTH: The manner, if not set forth in such amendment, in which any exchange, reclassification or cancellation of issued shares provided for in the amendment shall be effected, is as follows:

No Change (Note 2)

SEVENTH: The manner in which such amendment effects a change in the amount of stated capital and the amount of stated capital as changed by such amendment, are as follows: No Change

(Note 2)

Dated: \_\_\_\_\_, 1976.

Voluntary Action Center-Community  
 By Lee Bruce Edel Information Center (Note 1)  
 its President  
 and Robert J. Burns (Note 1)  
 its Secretary

STATE OF SOUTH DAKOTA }  
 COUNTY OF Minnehaha }

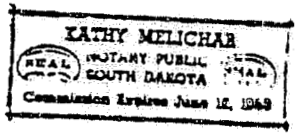
Before me, Kathy Melichar, a Notary Public in and for the said County and State, personally appeared Lee Bruce Edel & Robert J. Burns who acknowledged before me that they are the President and Secretary of Voluntary Action Center - Community, a

South Dakota corporation and that he signed the foregoing Articles of Amendment as his free and voluntary act and deed for the uses and purposes therein set forth, and that the facts contained therein are true.

In witness whereof I have hereunto set my hand and seal this 3rd day of September, 1976.

Kathy Melichar  
 Notary Public

My commission expires 6/16/83  
 (Notarial Seal)



- Notes: 1. If inapplicable, insert "None."  
 2. If inapplicable, insert "No change."  
 3. Exact corporate name of corporation signing the Articles of Amendment.  
 4. Signatures and titles of officers signing for the corporation.

Filing Fee \$20.00  
 Submit in duplicate.

INFORMATION CENTER  
 1010 N. 10TH ST.  
 SIOUX FALLS, SD 57104  
 (605) 336-1111

Filed this 26th day of Oct 19 81

# NON-PROFIT ARTICLES OF AMENDMENT

RECEIVED  
OCT 26 1981

*Alvin Lunder*

ARTICLES OF INCORPORATION  
TO THE  
ARTICLES OF INCORPORATION

Secretary of S. D.

SECRETARY OF STATE VOLUNTARY ACTION CENTER - COMMUNITY INFORMATION CENTER, INC.

Pursuant to the provisions of SDCL 47-22-19, the undersigned, corporation adopts the following Articles of Amendment to its Articles of Incorporation:

FIRST: The name of the corporation is Voluntary Action Center - Community Information Center, Inc.

SECOND: The following amendment of the Articles of Incorporation was adopted by the directors or members of the corporation on October 20, 19 81, in the manner prescribed by SDCL 47-22:

- A. Article I amended to read as follows: "The name of the corporation is the Volunteer Information Center, Inc."
- B. Article III is amended to read as follows: "The purpose of the Volunteer and Information Center, Inc., shall be:
  - 1) To promote, facilitate and coordinate service oriented, volunteer citizen involvement in the management of community social problems by:
    - a) Providing linkages between volunteers and community needs;
    - b) Supporting and enabling both existing and emerging helping organizations to better utilize volunteers and volunteer resources; and (Continued on back)

THIRD: Where there are members entitled to vote thereon. (Note 1)

(a) A meeting of members of said corporation was held on \_\_\_\_\_, 19\_\_\_\_, and a quorum of members was present at meeting.

(b) The number of members entitled to vote at the time of adoption was \_\_\_\_\_.

(c) The number of members which voted for such Amendment \_\_\_\_\_ . The number of members voted against such Amendment \_\_\_\_\_.

OR

Such Amendment was adopted by a consent in writing signed by all members entitled to vote with respect thereto:

FOURTH: Where there are no members or no members entitled to vote thereon.

(a) A meeting of the board of directors was held on October 20, 1981

(b) Such Amendment received the vote of a majority of the directors in office.

DATED October 20, 19 81.

VOLUNTEER AND INFORMATION CENTER, INC. (Note 2)

BY Frank Barnett  
President

AND Ray Branoble  
Secretary

STATE OF SOUTH DAKOTA  
COUNTY OF MINNEHAHA

I, Lorraine W. Weber, a notary public, hereby certify that on the 20th day of October, 19 81, personally appeared before me Erank Barnett & Ray Branoble, being by me first duly sworn, declared that they are the President & Secretary of Volunteer and Information Center, Inc. and that they signed the foregoing document as officers of the corporation, and that the statements therein contained are true.

Notary Public Lorraine W. Weber My Commission Expires 11-20-88

(Notarial Seal)  
Filing fee \$10.00  
Submit in duplicate

NOTE: 1. Please complete either Section Third or Fourth  
2. Exact corporate name of the nonprofit corporation adopting the Articles of Amendment.  
3. Signatures and titles of officers signing for the corporation (Pres. or Vice Pres. AND Sec. or Asst. Sec.)

STATE OF SOUTH DAKOTA - BUREAU OF ADMINISTRATION - OFFICE OF REVENUE PROTECTION - CERTIFICATE OF AUTHENTICITY  
 THIS IS TO CERTIFY THAT THE FOREGOING DOCUMENT HAS BEEN REVIEWED ON THIS DATE OF PRODUCTION IS AN ACCURATE REPRODUCTION OF THE ORIGINAL FILED AND WAS PROVIDED IN THE REGULAR COURSE OF BUSINESS ACCORDING TO THE PROVISIONS OF SOUTH DAKOTA CODED LAWS 1-27-27. IT IS FURTHER CERTIFIED THAT THE FOREGOING DOCUMENTS WERE FILED FOR PRODUCTION OF THE ABOVE RECORDS WAS IN A MANNER AND ON INFORMATION WHICH MET THE REQUIREMENTS OF THE NATIONAL BUREAU OF STANDARDS FOR FORWARD PRODUCTION OF DOCUMENTS.  
 PRODUCTION AS WILL NO R.R. 33b  
 DATE: 11-3-81  
 CREDA OPERATOR Michelle M. Stetzel

lec 38 1. j

- c) Assisting local citizens and organizations in identifying unmet community needs and encouraging response to those needs through volunteer efforts where appropriate.
  - 2) To provide information and referral to link people in need with the appropriate agency or service to eliminate that need.
  - 3) To assist the long-range community planning processes by discovering and reporting gaps and overlaps in services.
  - 4) To promote and support worthwhile programs designed by other community and statewide groups, organizations and agencies in accord with this purpose.
- C. Article VII is amended to read as follows:  
 "The address of the registered office of the corporation  
 313 South First Avenue, Sioux Falls, SD 57102."
- D. Article VIII is amended to read as follows:  
 "The registered agent at such address is Charney Gonnerman."

STATE OF SOUTH DAKOTA  
 DEPARTMENT OF REVENUE  
 RECEIVED  
 1978 APR 11 10 58 AM  
 SIOUX FALLS, SD  
 CHARNEY GONNERMAN  
 REGISTERED AGENT  
 313 SOUTH FIRST AVENUE  
 SIOUX FALLS, SD 57102

Receipt No. 39936D

Filed at Request of

File No. NS-5514

Volunteer and Information Center  
313 S. First Avenue  
Sioux Falls, SD 57102

ARTICLES OF AMENDMENT &  
ANNUAL REPORT OF

VOLUNTARY ACTION CENTER-  
COMMUNITY INFORMATION CENTER, INC.

CHANGING NAME TO:

VOLUNTEER INFORMATION CENTER, INC.

State of South Dakota

Office of Secretary of State

Filed in the office of the Secretary of State on

the 26th day of Oct 19 81

*Alice Lambert*  
Secretary of State

By \_\_\_\_\_  
Deputy

Fee Received \$10  
\$5 + \$25 penalty-annual report

508 OCT 26 1981

SECRET OF SOUTH DAKOTA - BUREAU OF PROFESSIONAL REGULATION - OFFICE OF PUBLIC PROTECTION - DIVISION OF PROFESSIONAL REGULATION  
I hereby certify that the foregoing is a true and correct copy of the original as filed in the office of the Secretary of State on the 26th day of October 1981.  
Alice Lambert  
Secretary of State

STATEMENT OF CHANGE OF REGISTERED OFFICE  
OR REGISTERED AGENT, OR BOTH

Filed this 25th day of April 1984  
Neil Eddy  
SECRETARY OF STATE

To the Secretary of State  
of the State of South Dakota:

Pursuant to the provisions of the South Dakota Corporation Acts, the undersigned corporation, organized under the laws of the State of South Dakota submits the following statement for the purpose of changing its registered office or its registered agent, or both, in the State of South Dakota:

1. The name of the corporation is Volunteer Information Center, Inc.
2. The address of its previous registered office was 313 S. Pirat Ave.  
Sioux Falls, S.D. 57102
3. The address to which its registered office is to be changed is No Change
4. The name of its previous registered agent is Charney Gonnermann
5. The name of its successor registered agent is Dennis J. Barnett
6. The address of its registered office and the address of the business office of its registered agent, as changed, will be identical.
7. This change has been authorized by resolution duly adopted by the board of directors.

Dated April 24 1984.

By Neil Eddy  
its \_\_\_\_\_ resident

STATE OF S.D.  
COUNTY OF Minnehaha

Lyle B. Tervan a notary public, hereby certify that on the 24th day of April 1984, personally appeared before me Neil Eddy being by me first duly sworn, declare that he is the Pres. of Volunteer Information Center, Inc. that he signed the foregoing document as President of the corporation, and that the statements therein contained are true.

My Commission Expires Oct 21, 1985 Notary Public Neil Eddy  
(Notarial Seal)

IF THERE HAS BEEN A CHANGE IN THE REGISTERED AGENT AND/OR THE REGISTERED OFFICE ADDRESS PLEASE COMPLETE THE ABOVE STATEMENT OF CHANGE. THERE IS AN ADDITIONAL \$5 FILING FEE WHICH MUST ACCOMPANY THE STATEMENT.

INSTRUCTIONS:

1. List EXACT corporate name.
2. List the previous registered office address.
3. List the current registered office address. This address must be the same as listed in item 3 on the annual report. If only the agent is changing and there is no change in the address, insert "no change."
4. List the name of its previous registered agent.
5. List the name of its current registered agent. This must be the same as listed in item 2 on the annual report. If only the registered office address is changing and there is no change in the name of the registered agent, insert "no change."
6. The Statement of Change of Registered Office or Registered Agent or Both must be signed by the president or its secretary and the signature verified by a notary public.

STATE OF SOUTH DAKOTA - DEPARTMENT OF ADMINISTRATION - DIVISION OF REVENUE - OFFICE OF THE SECRETARY OF STATE  
 RECEIVED APR 25 1984  
 FILED IN 116-599-1111  
 1111-1111

Receipt No. 640920

Filed at Request of

File No. NS-5514

VOLUNTEER AND INFORMATION CENTER  
313 S. First Avenue  
Sioux Falls, SD 57102

STATEMENT OF CHANGE  
OF REGISTERED AGENT

OF

VOLUNTEER INFORMATION CENTER, INC.

State of South Dakota

Office of Secretary of State

Filed in the office of the Secretary of State on  
the 25th day of April 19 34

Alice Lundert  
Secretary of State

By Gary D. Vogt  
Secretary

Fee Received 55

SOS GRP 101 101

STATE OF SOUTH DAKOTA - BUREAU OF APPOINTMENTS AND REGISTRY OF PUBLIC EMPLOYEES & EMPLOYERS OF LABORERS  
The following is a list of the names of the persons who have been appointed to the various positions in the State of South Dakota for the year 1934. The names are listed in alphabetical order of the last name of the person appointed. The names of the persons who have been appointed to the various positions in the State of South Dakota for the year 1934 are listed in alphabetical order of the last name of the person appointed. The names of the persons who have been appointed to the various positions in the State of South Dakota for the year 1934 are listed in alphabetical order of the last name of the person appointed.



Filed this 15th day of April, 1986

Alvin Lambert  
SECRETARY OF STATE

ARTICLES OF AMENDMENT  
TO THE  
ARTICLES OF INCORPORATION  
OF  
VOLUNTEER INFORMATION CENTER, INC.

RECEIVED  
APR 21 1986  
Secretary of State

Pursuant to the provisions of SDCL 47-22-19, the undersigned corporation adopts the following Articles of Amendment to its Articles of Incorporation:

FIRST: The name of the corporation is VOLUNTEER INFORMATION CENTER, INC.

SECOND: The following amendment of the Articles of Incorporation was adopted by the directors of the corporation on April 15, 1986, in the manner prescribed by SDCL 47-22-11:

The name of the corporation shall be changed to:  
VOLUNTEER AND INFORMATION CENTER, INC.

THIRD: There are no members entitled to vote thereon. A meeting of the Board of Directors was held on April 15, 1986. Such Amendment received the vote of a majority of all the Directors.

Dated this 15th day of April, 1986.

VOLUNTEER INFORMATION CENTER, INC.

By [Signature]  
Its President

By [Signature]  
Its Secretary

STATE OF SOUTH DAKOTA )  
COUNTY OF MINNEHAHA ) :SS

On this, the 15th day of April, 1986, before me, the undersigned officer, personally appeared Alvin Lambert and [Signature], who acknowledged themselves to be the President and Secretary, respectively, of Volunteer Information Center, Inc., a corporation, and that they, as such President and Secretary being authorized so to do, executed the foregoing instrument for the purposes therein contained, by signing the name of the corporation by themselves as President and Secretary.

IN WITNESS WHEREOF, I hereunto set my hand and official seal.

[Signature]  
Notary Public/South Dakota  
My Commission Expires: \_\_\_\_\_

COMM. EXPIRES \_\_\_\_\_  
By Commission Expires \_\_\_\_\_

RECEIVED  
APR 21 1986  
SECRETARY OF STATE

Receipt No. C44848

File No. NS-005514

ARTICLES OF AMENDMENT OF  
VOLUNTEER INFORMATION CENTER, INC.

CHANGING NAME TO:

VOLUNTEER AND INFORMATION CENTER, INC.

Filed at Request of

Volunteer and Information Center  
106 South Phillips Avenue  
Suite 310  
Sioux Falls, SD 57102

State of South Dakota

Office of Secretary of State

Filed in the office of the Secretary of State on

the 24th day of April 19 86

Alice Lunder  
Secretary of State

By Jay D. Vogt  
Agent

Fee Received \$10

505 CRP 41 681

STATE OF SOUTH DAKOTA & BUREAU OF ADMINISTRATION - OFFICE OF PUBLIC AFFAIRS - DIVISION OF AMBIGUITY  
THIS IS TO CERTIFY THAT THE PROCEEDINGS OF THE BOARD OF PUBLIC AFFAIRS ON THIS DATE OF PROVISION IS AN ACCURATE REPRODUCTION OF THE  
ORIGINAL RECORDS AND NOT REPRODUCED BY THE BOARD OR OFFICE OF PUBLIC AFFAIRS OF SOUTH DAKOTA OFFICE  
ON APRIL 24, 1986. IT IS FURTHER CERTIFIED THAT THE PUBLIC AFFAIRS DIVISION HAS BEEN ADVISED FOR THE PURPOSES OF THIS  
AND ON PROCEEDINGS WHICH ARE THE PROCEEDINGS OF THE NATIONAL BOARD OF SUPERVISOR FOR PUBLIC AFFAIRS  
REPRODUCTION, REPRODUCTION AS FILED NO. 147  
5-2-1986  
Renee J. Johnson  
OFFICE OF THE SECRETARY OF STATE

STATEMENT OF CHANGE OF REGISTERED OFFICE OR REGISTERED AGENT, OR BOTH

To the Secretary of State of the State of South Dakota:

Pursuant to the provisions of the South Dakota Corporation Acts, the undersigned corporation, organized under the laws of the State of South Dakota, submits the following statement for the purpose of changing its registered office or its registered agent, or both, in the State of South Dakota:

1. The name of the corporation is Volunteer and Information Center, Inc.

2. The address of its previous registered office was 313 S. First Ave. Sioux Falls, SD

3. The address to which its registered office is to be changed is 304 S. Phillips Ave. Suite 310  
Sioux Falls, SD 57102

4. The name of its previous registered agent is Dennis Barnett

5. The name of its successor registered agent is Margot Hood-Rogers

6. The address of its registered office and the address of the business office of its registered agent, as changed, will be identical.

7. This change has been authorized by resolution duly adopted by the board of directors.

Dated March 17 19 87

Volunteer and Information Center  
By Margot Hood-Rogers  
Its President

STATE OF South Dakota  
COUNTY OF Minnehaha ss

Robert J. Schmitt a notary public, hereby certify that on the 17<sup>th</sup> day of March, 19 87, personally appeared before me Margot Hood-Rogers who being by me first duly sworn, declare that he (she) is the President of Volunteer & Information Center

Margot Hood-Rogers that he (she) signed the foregoing document as Officer of the corporation, and that the statements therein contained are true.

My Commission Expires March 31, 1989

Notary Public Robert J. Schmitt

(Notarial Seal)

IF THERE HAS BEEN A CHANGE IN THE REGISTERED AGENT AND/OR THE REGISTERED OFFICE ADDRESS PLEASE COMPLETE THE ABOVE STATEMENT OF CHANGE. THERE IS AN ADDITIONAL \$6 FILING FEE WHICH MUST ACCOMPANY THE STATEMENT.

INSTRUCTIONS:

1. List EXACT corporate name.
2. List the previous registered office address.
3. List the current registered office address. This address must be the same as listed in item 3 on the annual report, if only the agent is changing and there is no change in the address, insert "no change."
4. List the name of its previous registered agent. This must be the same as listed in item 2 on the annual report, if only the registered office address is changing and there is no change in the name of the registered agent, insert "no change."
5. The Statement of Change of Registered Office or Registered Agent or Both must be signed by the president or a vice-president and the signature verified by a notary public.

STATE OF SOUTH DAKOTA  
DEPARTMENT OF REVENUE  
RECEIVED  
MARCH 17 1987  
OFFICE OF THE SECRETARY OF STATE  
STATE OF SOUTH DAKOTA

Receipt No. 35110

Filed as Requested

File No. NS--5514

Volunteer & Information Center  
304 S. Phillips St. 110  
Sioux Falls, SD 57103

ST OF CHANGE

OF

VOLUNTEER & INFORMATION  
CENTER, INC.

State of South Dakota

Office of Secretary of State

Filed in the Office of the Secretary of State on

the 10th day of August, 1988

*James Reynolds*  
Secretary of State

By \_\_\_\_\_  
Deputy

For Received

\$5

STATE OF SOUTH DAKOTA  
OFFICE OF THE SECRETARY OF STATE  
304 S. PHILLIPS ST. 110  
SIOUX FALLS, SD 57103  
TELEPHONE 623-4400  
FAX 623-4401  
WWW.SDSOS.DK  
10/10/88

Receipt No. 877430

File No. NS-5514

STATE OF SOUTH DAKOTA  
DEPARTMENT OF REVENUE  
STATE OF SOUTH DAKOTA  
DEPARTMENT OF REVENUE

STATEMENT OF CHANGE  
OF  
VOLUNTEER AND INFORMATION  
CENTER, INC.

State of South Dakota

Office of Secretary of State

Filed in the office of the Secretary of State on

the 14<sup>th</sup> day of April 1947

James H. [Signature]  
Secretary of State

By \_\_\_\_\_  
Deputy

For Received

\$5

RECEIVED BY THE SECRETARY OF STATE  
STATE OF SOUTH DAKOTA  
DEPARTMENT OF REVENUE  
APR 15 1947  
RECEIVED BY THE SECRETARY OF STATE  
STATE OF SOUTH DAKOTA  
DEPARTMENT OF REVENUE  
APR 15 1947

STATE OF SOUTH DAKOTA  
SECRETARY OF STATE  
200 N. MISSION  
SIOUX FALLS, SD 57102

### STATEMENT OF CHANGE OF REGISTERED OFFICE OR REGISTERED AGENT, OR BOTH

FLILING FEE: \$5 in addition to annual report fee

Pursuant to the provisions of the South Dakota Corporation Act, the undersigned corporation submits the following statement for the purpose of changing its registered office and/or its registered agent in the state of South Dakota.

- 1. The name of the corporation is South Dakota Information Center
- 2. The current street address, if a statement that there is no street address, of its registered office ZIP 57102
- 3. The street address, if a statement that there is no street address, to which the registered office is to be changed to ZIP
- 4. The name of the previous registered agent is \_\_\_\_\_
- 5. The name of the successor registered agent is \_\_\_\_\_
- 6. The Consent of Registered Agent form must be completed by the agent.
- 7. The address of its registered office and the address of the business office of its registered agent, as changed, will be \_\_\_\_\_
- 8. This change has been authorized by resolution duly adopted by the board of directors.
- 9. This statement was signed by the chairman of the board of directors, by its president or by another of its officers.

[Signature]  
(Signature)  
\_\_\_\_\_ (Title)

I, \_\_\_\_\_ a hereby public, do hereby certify that on this 15th day of January 1987, I personally appeared before me Donna Grayning of Volunteer and Information Center, and she signed the foregoing document as Officer of the South Dakota Information Center.

[Signature]  
(Signature)

Notary Seal

### CONSENT OF APPOINTMENT BY THE REGISTERED AGENT

[Signature] hereby give my consent to serve as the registered agent for South Dakota Information Center

[Signature]  
(Signature)

STATE OF SOUTH DAKOTA  
SECRETARY OF STATE  
200 N. MISSION  
SIOUX FALLS, SD 57102

STATEMENT OF CHANGE OF REGISTERED OFFICE  
OR REGISTERED AGENT, OR BOTH  
NONPROFIT

SECRETARY OF STATE  
STATE CAPITOL  
500 E. CAPITOL  
PIERRE, S.D. 57501 5077  
505-773-4845

FILING FEE: .35

No fee for postal renumbering. Must be filed on the form.

Pursuant to the provisions of the South Dakota Corporation Act, the undersigned corporation hereby certifies the following information for the purpose of changing its registered office and/or its registered agent in the State of South Dakota:

1. The name of the corporation is \_\_\_\_\_
2. The previous registered office address \_\_\_\_\_
3. The current address to which the registered office is to be changed is to be changed to \_\_\_\_\_ street address, or a statement that there is no street address. If street addresses have not been assigned, a street address, must also be included \_\_\_\_\_
4. The name of its previous registered agent is \_\_\_\_\_
5. The name of its successor (current) registered agent is \_\_\_\_\_
6. The Consent of Registered Agent Below must be complete by the new agent \_\_\_\_\_
7. The street address, or a statement that there is no street address, of its registered office and the address of the office of its registered agent, as changed, will be deemed such change was authorized by resolution that meeting on \_\_\_\_\_ board of directors.

The statement must be signed by the chairman of the board of directors or by the president or a vice president in the presence of a Notary Public.

Date: \_\_\_\_\_  
STATE OF \_\_\_\_\_  
COUNTY OF \_\_\_\_\_  
I, \_\_\_\_\_  
Notary Public in and for the State of \_\_\_\_\_  
do hereby certify that on \_\_\_\_\_ day of \_\_\_\_\_ 19\_\_\_\_  
\_\_\_\_\_ who, being by me first duly sworn, declared that he/she is the \_\_\_\_\_ of the corporation named above, and signed the foregoing document as officer of the corporation and the instrument therein contained for the My Commission Expires \_\_\_\_\_

(Notarial Seal)

CONSENT OF APPOINTMENT BY THE REGISTERED AGENT

\_\_\_\_\_ (name of registered agent)  
registered agent for \_\_\_\_\_ (corporate name)

Dated \_\_\_\_\_ 19\_\_\_\_

NONPROFIT

STATEMENT OF CHANGE OF REGISTERED OFFICE OR REGISTERED AGENT, OR BOTH

SECRETARY OF STATE  
STATE CAPITOL  
500 E. CAPITOL  
PIERRE S.D. 57501-5077  
605.773.4245

FILING FEE: \*\$5

\* No fee for postal renumbering. (must be stated on the form)

Pursuant to the provisions of the South Dakota Corporation Acts, the undersigned corporation submits the following statement for the purpose of changing its registered office and/or its registered agent in the state of South Dakota:

1. The name of the corporation is CONVICTED AND INVESTMENT CENTER INC

2. The previous registered office address: 122 W. 2nd Street  
SIOUX FALLS SD ZIP 57104

3. The current address to which the registered office is to be changed. A PO box number can be used for mailing but a street address, or a statement that there is no street address if street addresses have not been assigned to the PO address, must also be included. 100 N. WEST AVENUE SUITE 214  
SIOUX FALLS SD ZIP 57104

4. The name of its previous registered agent is \_\_\_\_\_

5. The name of its successor (current) registered agent is \_\_\_\_\_

The Consent of Registered Agent below must be completed by the new agent.

6. The street address, or a statement that there is no street address, of its registered office and the address of the office of its registered agent, as changed, will be identical. Such change was authorized by resolution duly adopted by a majority of directors.

7. The document must be signed by the chairman of the board of directors, or by its president or a vice president, in the presence of a Notary Public.

[Signature]  
(signature) must be signed in the presence of a notary.  
[Title]  
(title)

[Signature]  
Notary Public

[Signature], a notary public, do hereby certify that

[Signature] 1996, personally appeared before me [Signature]

who being by me first duly sworn, declared that he/she is the President of the corporation named above, and signed the foregoing document as officer of the corporation, and the statements therein contained are true.

My Commission Expires COLEEN THOMPSON  
My Commission Expires March 11, 2004  
Notary Public

(Notary Seal)

CONSENT OF APPOINTMENT BY THE REGISTERED AGENT

\_\_\_\_\_, hereby give my consent to serve as the  
(name of registered agent)

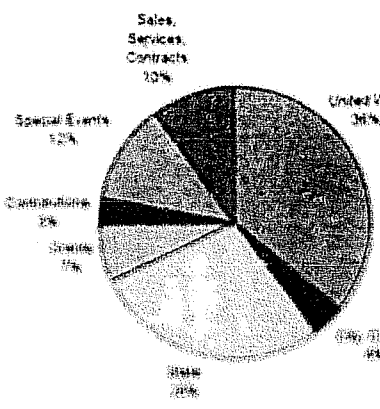
registered agent for \_\_\_\_\_  
(corporate name)



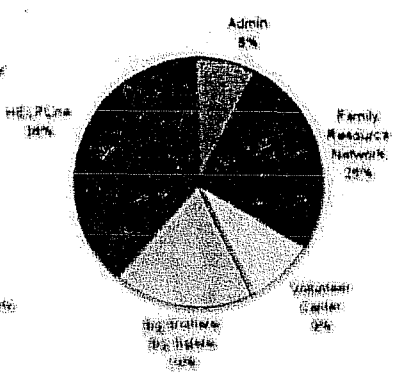
# VOLUNTEER & INFORMATION CENTER

## Financial Report

Following graphs present the financial overview of the program areas of the Volunteer & Information Center. 1995 total revenue was \$223,570. We thank the Board of Directors, United Way, the Alameda County Office of Community Development, and donors for their support.



1995 Revenue



1995 Program Expenses

REGISTRATION: (415) 438-5500  
 (415) 438-5500  
 (415) 438-5500

# VOLUNTEER & INFORMATION CENTER

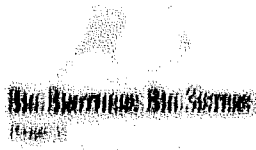
## Annual Report



FAMILY RESOURCE NETWORK  
Page 2



Page 2



BIG BROTHERS, BIG SISTERS  
Page 2



VOLUNTEER CENTER  
Page 2



FINANCIAL  
Page 2

## From the Board President

This year was another year of record growth for the Volunteer & Information Center. We developed a new look for the agency with division logos, better defining the agency and our mission. We continued to increase our financial support through contributions from both the Holiday Appeal and Bowl for Kishi Sake. The United Way increased their financial support to our agency as well. This increased support and the dedication of the staff of the Volunteer & Information Center and our many volunteers allowed us to increase the number of clients served in every division. I want to once again thank all of you for your continued support and involvement with the Volunteer & Information Center. Together we really do make a difference!

*William Lindeman*  
 William Lindeman

## 90 Board of Directors

- |                                |                  |
|--------------------------------|------------------|
| William Lindeman, President    | Debra Hersholt   |
| Debra Hersholt, Vice President | Jeff Levine      |
| John Wilson, Treasurer         | William Lindeman |
| Paula Brooks, Secretary        | William Lindeman |
| Debra Hersholt                 | Debra Hersholt   |
| Jeff Levine                    | William Lindeman |
| William Lindeman               | William Lindeman |
| William Lindeman               | William Lindeman |
| William Lindeman               | William Lindeman |
| William Lindeman               | William Lindeman |
| William Lindeman               | William Lindeman |

## Supporting Our Community

Reaching out to a neighbor...embracing a stranger...welcoming a new friend...sharing our strength with someone less strong...each year over 35,000 people are touched by the Volunteer & Information Center. At some point in our lives, each of us needs someone else.

Raising families...overcoming obstacles...finding solutions...these challenges create the service the Volunteer & Information Center.

As our community grows, do the challenges multiply? In fact, you'll find that the growth of our divisions, and look forward to staying with you in 1996 is all you want about the people whose lives are better because the Volunteer & Information Center is here.

The mission of the Volunteer & Information Center is to link people in need with information, resources, crisis assistance, services, and volunteer opportunities through listening, support, referrals, and education within the community and area.

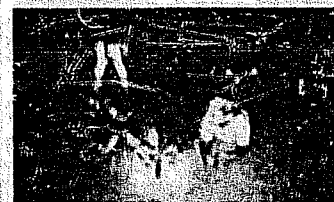
**Volunteer & Information Center**  
 1000 N. West Ave., Suite 1  
 Alameda, CA 94501  
 phone: (415) 438-5500  
 fax: (415) 438-1155

## Family Resource Network Growing & Expanding

The number of callers to the Family Resource Network increased 32%, educating parents regarding the selection of quality care, as well as providing them with essential information. In 1998 the Family Resource Network received additional support to provide resources



The Family Resource Network successfully completed the first of three years for Infant/Toddler Training in southeastern South Dakota through the South Dakota Office of Child Care Services. This success was achieved through over 30 training sessions, tracking evaluations, overall assistance and management for trainers.



Darcy McCannell reading with children in her Registered Family Day Care Home.

Over 325 family day care providers are regulated by the Family Day Care Registration Specialists through a contract with the South Dakota Office of Child Care Services. Beginning in 1998 staffing increased to two full-time employees who work with individuals starting family day cares, retention of child care providers, as well as their commitment to advocate for the young children of our communities.

Child care is an important link between parents and employers, and the Family Resource Network continues to gain momentum as people better understand the importance of early childhood development and quality child care.

**FAMILY RESOURCE NETWORK**  
to McCook, Turner, Union and Clay County parents and child care professionals. The Family Resource Network provided education to parents and child care professionals throughout the year with trainings, written materials, fax broadcasting, and community involvement.

## Big Brothers Big Sisters Rises Above P



Big Brother Gary takes his children and Little Brother Kyle out for a night of bowling.

In 1998, Big Brothers Big Sisters experienced tremendous growth and exceeded goals set for the number of matches worked with throughout the year. One hundred twenty-four children and teen mothers were matched with mentors, a 20% increase from 1997. The division predicts continued growth for 1999.

Financial growth was also significant in 1998. United Way accepted the division into its 1999 allocations. Grants from the Sioux Falls Area Foundation, Midco Foundation and Dayton's Circle of Giving supported Big Brothers Big Sisters, Mentor Mom, and match activities.

Match activities included a July tailgate picnic before a Canaries game and a Halloween carnival in October. Matches held the carnival for the children of the Banquet as part of Make-A-Difference Day. A hayride and marshmallow roast followed the carnival as a thank you to the matches.

The growing program... the length... the time... concern... setting go... time a ch... Through... became r... In the las...

su... Sis... ran... fo... the... **BIG BROTHERS BIG SISTERS**... for the gr... programs... for Kids'... raising ov... division.

## 1998 On-Site Suicide Calls Dramatically Increase

1998 marked a year of the highest suicide rate in Minnehaha County. Due to this fact, the HELpline created a separate phone line and the suicide HELpline. From 1997 to 1998 the number

of suicide calls more than tripled, rising from 76 to 267. The increase in calls in all areas of suicide created a concern for suicide prevention training in local clubs.

The HELpline established the suicide prevention training program. QM, Question, Answer, Action. This program was made possible by a grant from US West. Since QM was added the HELpline staff have trained over 400 people in QM. Surveys show that South Dakotans garnish skills to intervene in potentially critical situations. Other important developments within the HELpline include the certification by the American Association of Suicideology, and the 24 hour on-site coverage. On-site coverage has long been a goal of the agency and better serves callers. Through the efforts of QM, the suicide hotline is recognized as an expert on suicidal issues.

One of the newest changes to HELpline has been the addition of a new logo. A Sioux Falls Area Foundation grant allowed the HELpline to promote 339-HELPL through posters, brochures and magnets.



## A Spencer Disaster Keeps Volunteer C

On May 31, 1998, disaster struck the little town of Spencer, South Dakota. Within the first week of June, the Volunteer



Center, in coalition with the HELpline, took over 75 calls. The two divisions developed a bank of volunteers willing to clean up, answer phones, and distribute food and clothing and anything else that was needed. Since the Spencer tornado the Volunteer Center has networked with other disaster agencies to become part of the state, county, and city plans for disaster. In 1998, the Volunteer Center completed Federal Emergency Management Agency and Allstate Institute Disaster Trainings.

Since its earliest beginning in 1972 the Volunteer Center has served as a clearinghouse to link those seeking volunteer opportunities with the agencies and organizations in need of volunteers. The Volunteer Center has over 100 non-profit agencies and organizations registered in its database. The growing desire to make a difference in the community is evident in the steady increase of the number of referrals made by the Volunteer Center. The direct referrals made in 1998 increased to 2,646 from 1,823 in 1997.

The Vol... coordinat... recognition... the year... Volunteer... the JC Pen... Awards, the... Minnehaha... Mike A. D... many othe... Volunteer... Spencer, M... home, 744...

## HELPLINE

HELPLINE  
The... 24 hours a day... of suicide calls more than tripled, rising from 76 to 267. The increase in calls in all areas of suicide created a concern for suicide prevention training in local clubs. The HELpline established the suicide prevention training program. QM, Question, Answer, Action.

**VOLUNTEER AND INFORMATION CENTER, INC.**

**SIOUX FALLS, SOUTH DAKOTA**

**\* \* \* \***

**FINANCIAL STATEMENTS**

**FOR THE YEARS ENDED DECEMBER 31, 1998 AND 1997**

**TOGETHER WITH INDEPENDENT AUDITORS' REPORT**



**HENRY SCHOLTEN  
& COMPANY**

# TABLE OF CONTENTS

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Statements of Activities and Changes in Net Assets	3
Statements of Cash Flows	4
Statements of Functional Expenses	5
Notes to Financial Statements	6 - 7

# HENRY SCHOLTEN & COMPANY

CERTIFIED PUBLIC ACCOUNTANTS  
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OF COUNSEL  
RICHARD WESTHOFF, CPA  
OF COUNSEL

MEMBER AND INSTITUTIONAL  
CERTIFIED PUBLIC ACCOUNTANTS

PRIVATE ECONOMY  
ANALYSIS SECTION

April 6, 1999

## INDEPENDENT AUDITORS' REPORT

Board of Directors  
Volunteer and Information Center, Inc.  
Sioux Falls, South Dakota

We have audited the accompanying balance sheets of Volunteer and Information Center, Inc., a South Dakota non-profit corporation, as of December 31, 1998 and 1997, and the related statements of activities and changes in net assets, and cash flows for the years then ended, and the functional expenses for the year ended 1998. These financial statements are the responsibility of the Center's management. Our responsibility is to express an opinion on these financial statements based on our audits.

We conducted our audits in accordance with generally accepted auditing standards. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation. We believe that our audits provide a reasonable basis for our opinion.

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Volunteer and Information Center, Inc. as of December 31, 1998 and 1997, and the results of its operations and changes in net assets for the years then ended in conformity with generally accepted accounting principles.

Also in our opinion, the additional financial information for 1997 presented for comparative purposes on the statement of functional expenses, although not intended to present all information necessary for a fair presentation in accordance with generally accepted accounting principles, presents fairly the information set forth therein.

*Henry Scholten & Company*  
HENRY SCHOLTEN & COMPANY

**VOLUNTEER AND INFORMATION CENTER, INC.**  
**BALANCE SHEETS**  
**AT DECEMBER 31, 1998 AND 1997**

**ASSETS**

	<u>1998</u>	<u>1997</u>
<b>CURRENT ASSETS</b>		
Cash	\$ 29,451	\$ 17,101
Accounts receivable:		
Program income	28,354	13,182
Prepaid rent	2,575	2,575
Investments	<u>30,875</u>	<u>          </u>
Total current assets	<u>\$ 91,255</u>	<u>\$ 32,858</u>
 <b>FIXED ASSETS</b>		
Furniture and equipment	\$ 79,585	\$ 60,247
Software	10,444	9,531
Leasehold improvements	<u>7,007</u>	<u>7,007</u>
Total fixed assets	\$ 97,036	\$ 76,785
Accumulated depreciation	(54,381)	(41,970)
Net fixed assets	<u>\$ 42,655</u>	<u>\$ 34,815</u>
 <b>TOTAL ASSETS</b>	 <u>\$ 133,910</u>	 <u>\$ 67,673</u>

**LIABILITIES AND NET ASSETS**

<b>CURRENT LIABILITIES</b>		
Accounts payable	\$ 4,653	\$ -
Accrued vacation pay	9,215	6,802
Other current liabilities	<u>297</u>	<u>281</u>
Total current liabilities	<u>\$ 14,165</u>	<u>\$ 7,085</u>
 <b>NET ASSETS</b>		
Unrestricted	<u>\$ 119,745</u>	<u>\$ 60,588</u>
 <b>TOTAL LIABILITIES AND NET ASSETS</b>	 <u>\$ 133,910</u>	 <u>\$ 67,673</u>

The accompanying notes are an integral part of these balance sheets.

**VOLUNTEER AND INFORMATION CENTER, INC.**  
**STATEMENTS OF ACTIVITIES AND CHANGES IN NET ASSETS**  
**FOR THE YEARS ENDED DECEMBER 31, 1998 AND 1997**

	1998	1997
<b>PUBLIC SUPPORT AND REVENUE</b>		
<i>Direct public support</i>		
Contributions	\$ 15,828	\$ 16,628
Grants	46,642	21,450
Total direct public support	\$ 62,470	\$ 38,078
<i>Indirect public support</i>		
Sioux Empire United Way	\$ 206,500	\$ 173,638
<i>Revenue and grants from governmental agencies</i>		
City of Sioux Falls	\$ 18,600	\$ 18,750
County of Lincoln	500	500
County of Minnehaha	5,000	-
Federal Government	83,634	-
State of South Dakota	79,906	69,389
Total revenue and grants from governmental agencies	\$ 187,640	\$ 88,639
<i>Other revenue</i>		
Contract services	\$ 38,249	\$ 34,992
Sales	9,548	14,893
Special events	68,158	38,392
Interest income	2,654	1,432
Miscellaneous	7,908	14,659
Loss on disposal of assets	-	(781)
Total other revenue	\$ 126,517	\$ 103,587
<b>TOTAL PUBLIC SUPPORT AND REVENUE</b>	\$ 583,127	\$ 403,942
<b>EXPENSES</b>		
<i>Program Services</i>		
HELPLine	\$ 198,637	\$ 116,503
Big Brothers, Big Sisters	101,967	82,854
Family Resources Network	136,156	133,163
Volunteer Center services	46,851	35,716
Total program services	\$ 483,611	\$ 368,236
<i>Support Services</i>		
General and administrative	\$ 40,359	\$ 33,589
<b>TOTAL EXPENSES</b>	\$ 523,970	\$ 401,825
<b>CHANGE IN NET ASSETS</b>	\$ 59,157	\$ 2,117
Net assets, beginning	60,588	58,471
Net assets, ending	\$ 119,745	\$ 60,588

The accompanying notes are an integral part of these financial statements.

**VOLUNTEER AND INFORMATION CENTER, INC.**  
**STATEMENTS OF CASH FLOWS**  
**FOR THE YEARS ENDED DECEMBER 31, 1998 AND 1997**

	<u>1998</u>	<u>1997</u>
<b>CASH FLOWS PROVIDED BY OPERATING ACTIVITIES:</b>		
Change in net assets	\$ 59,157	\$ 2,117
Adjustments to reconcile change in net assets to net cash provided by operating activities:		
Depreciation	12,411	10,833
Loss on disposal of assets	-	781
Changes in assets and liabilities		
(Increase) in receivables	(15,172)	(1,317)
(Increase) in prepaid expenses	-	(2,575)
Increase (decrease) in accounts payable	4,653	(1,472)
Increase (decrease) in accrued wages, payroll taxes and miscellaneous payroll deductions	14	(91)
Increase in accrued vacation	2,413	936
Net cash provided by operating activities	<u>\$ 63,476</u>	<u>\$ 9,212</u>
<b>CASH FLOWS FROM INVESTING ACTIVITIES:</b>		
Purchase of fixed assets	\$ (20,251)	\$ (7,930)
Investment in certificates of deposit	(10,875)	-
Net cash used by investing activities	<u>(31,126)</u>	<u>(7,930)</u>
<b>NET INCREASE IN CASH AND EQUIVALENTS</b>	<b>\$ 32,350</b>	<b>\$ 1,282</b>
<b>CASH AND EQUIVALENTS, BEGINNING OF YEAR</b>	<u>17,101</u>	<u>15,819</u>
<b>CASH AND EQUIVALENTS, END OF YEAR</b>	<u>\$ 49,451</u>	<u>\$ 17,101</u>

The accompanying notes are an integral part of these financial statements.



STATEMENTS OF FUNCTIONAL EXPENSES

SHOWN ON FOLLOWING PAGES

Volunteer Center Services	Total Program	SUPPORT SERVICES	TOTAL PROGRAM AND SUPPORT SERVICES EXPENSES	
		General and Adminis- trative	1998	1997
\$ 26,821	\$ 312,524	\$ 18,906	\$ 331,430	\$ 253,619
3,805	41,858	2,534	44,392	36,133
<u>\$ 30,626</u>	<u>\$ 354,382</u>	<u>\$ 21,440</u>	<u>\$ 375,822</u>	<u>\$ 289,752</u>
766	7,456	1,141	8,597	7,075
634	10,015	904	10,919	8,643
263	7,957	1,867	9,824	6,690
3,518	28,459	3,200	31,659	22,575
-	-	2,750	2,750	6,240
264	3,304	414	3,718	2,561
134	9,567	243	9,810	6,832
-	1,461	-	1,461	1,076
2,444	6,891	1,100	7,991	4,741
876	9,722	1,529	11,251	9,024
4,235	14,444	-	14,444	11,488
472	2,441	767	3,208	3,548
-	714	-	714	871
-	260	-	260	1,134
22	6,759	28	6,787	-
<u>983</u>	<u>9,974</u>	<u>2,370</u>	<u>12,144</u>	<u>7,842</u>
\$ 45,237	\$ 473,806	\$ 37,753	\$ 511,559	\$ 390,992
<u>1,614</u>	<u>9,805</u>	<u>2,606</u>	<u>12,411</u>	<u>10,833</u>
<u>\$ 46,851</u>	<u>\$ 483,611</u>	<u>\$ 40,359</u>	<u>\$ 523,970</u>	<u>\$ 401,825</u>

**VOLUNTEER AND INFORMATION CENTER, INC.**  
**STATEMENTS OF FUNCTIONAL EXPENSES**  
**FOR THE YEAR ENDED DECEMBER 31, 1998**  
**(WITH COMPARATIVE TOTALS FOR 1997)**

EXPENSES	PROGRAM SERVICES		
	HELPLINE	Big Brothers Big Sisters	Family Resources Network
Salaries	\$ 135,576	\$ 57,712	\$ 92,415
Payroll taxes and employee benefits	16,859	6,389	11,807
Total salaries and related expenses	<u>\$ 152,435</u>	<u>\$ 64,101</u>	<u>\$ 104,222</u>
Supplies	2,699	1,090	2,001
Telephone and pager	4,951	573	1,857
Postage	2,234	2,102	1,318
Rent and utilities	12,395	7,143	5,401
Professional fees	-	-	-
Equipment repairs	964	599	1,177
Insurance	795	6,984	1,654
Transportation	167	437	857
Conferences	1,702	1,043	1,700
Printing	6,176	827	1,841
Special projects	-	10,031	178
Dues and publications	1,518	56	104
Awards	682	32	-
Bad debts expense	20	-	240
Training	5,200	270	1,267
Miscellaneous	<u>2,852</u>	<u>4,567</u>	<u>1,572</u>
Total expenses before depreciation	<u>\$ 194,790</u>	<u>\$ 99,857</u>	<u>\$ 111,911</u>
Depreciation expense	<u>3,847</u>	<u>2,110</u>	<u>3,224</u>
<b>TOTAL EXPENSES</b>	<u><u>\$ 198,637</u></u>	<u><u>\$ 101,967</u></u>	<u><u>\$ 115,135</u></u>

**The accompanying notes are an integral part of these financial statements.**

<u>Volunteer Center Services</u>	<u>Total Program</u>	<u>SUPPORT SERVICES</u>	<u>TOTAL PROGRAM AND SUPPORT SERVICES EXPENSES</u>	
		<u>General and Adminis- trative</u>	<u>1998</u>	<u>1997</u>
\$ 26,821	\$ 312,524	\$ 18,906	\$ 331,430	\$ 253,610
3,805	41,858	2,534	44,392	76,133
<u>\$ 30,626</u>	<u>\$ 354,382</u>	<u>\$ 21,440</u>	<u>\$ 375,822</u>	<u>\$ 289,752</u>
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22	6,759	28	6,787	-
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\$ 45,237	\$ 473,806	\$ 37,753	\$ 511,559	\$ 300,692
1,614	9,805	2,606	12,411	10,833
<u>\$ 46,851</u>	<u>\$ 483,611</u>	<u>\$ 40,359</u>	<u>\$ 523,970</u>	<u>\$ 311,525</u>

## NOTES TO FINANCIAL STATEMENTS

For the years ended December 31, 1998 and 1997

### (1) SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

#### *NATURE OF BUSINESS*

The Volunteer and Information Center, Inc. (Center) was incorporated as a nonprofit corporation under the laws of South Dakota on March 4, 1974.

The Center's primary purpose is to recruit, coordinate and facilitate the use of volunteers to promote and support the Center's programs, as well as programs designed by other community and state-wide organizations.

#### *PRINCIPLES OF REPORTING AND TAX EXEMPT STATUS*

The Volunteer and Information Center, Inc. (Center) uses the accrual method of accounting in reporting revenue and expenses.

The Center is exempt from federal income taxes under Section 501(c)(3).

#### *EQUIPMENT*

Equipment is stated at original cost or, if donated, at the fair market value of the asset at the date of the gift.

Depreciation is computed using the straight-line method based on the estimated useful lives of the respective assets. Depreciation expense for the years ended 1998 and 1997 was \$10,152 and \$10,833, respectively.

#### *CONTRIBUTIONS*

Donated materials and equipment are recorded as contributions at their estimated fair values at date of receipt. No amounts are recorded for donated volunteer services inasmuch as no objective basis is available to measure the value of such services; however, a substantial number of volunteers have donated significant amounts of their time in the Center's program services.

All cash contributions are considered to be available for unrestricted use unless specifically restricted by the donor.

#### *FUNCTIONAL ALLOCATION OF EXPENSES*

The costs of providing various programs and other activities have been summarized on a functional basis in the statements of functional expenses. Accordingly, certain costs have been allocated among the programs and supporting services benefited.

## NOTES TO FINANCIAL STATEMENTS

For the years ended December 31, 1998 and 1997

### (1) SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (Continued)

#### USE OF ESTIMATES

Management uses estimates and assumptions in preparing financial statements in accordance with generally accepted accounting principles. Those estimates and assumptions affect the reported amounts of assets and liabilities, the disclosure of contingent assets and liabilities, and the reported revenues and expenses. Actual results could vary from the estimates that were used.

### (2) OPERATING LEASE

The Center leases its office space for \$2,575 per month under a five year lease which expires March 31, 2002. The Center incurred rent expense on its office space in 1998 and 1997 of \$30,900 and \$25,150, respectively.

Future minimum rental payments required on the above office lease as of December 31, 1998 are as follows:

<u>YEAR</u>	<u>AMOUNT</u>
1999	\$ 30,900
2000	30,900
2001	30,900
2002	7,725
Total	<u>\$ 100,425</u>

### (3) RETIREMENT PLAN

The Center has a tax sheltered annuity retirement program for the benefit of eligible employees. The Center contributes 4% of each eligible employee's salary to each individual's tax sheltered annuity. The retirement expense for 1998 and 1997 was \$8,607 and \$8,895, respectively.

### (4) REVENUE FROM GOVERNMENTAL UNITS

The Center receives a substantial amount of its revenue from federal, state and local governments. A significant reduction in the level of this revenue, if this were to occur, may have a corresponding significant effect on the Center's programs and activities.

South Dakota Public Utilities Commission

**WEEKLY FILINGS**

For the Period of March 16, 2000 through March 22, 2000

If you need a complete copy of a filing faxed, overnight expressed, or mailed to you, please contact  
Delaine Kolbo within five business days of this filing  
Phone: 605-773-3705 Fax: 605-773-3809

**CONSUMER COMPLAINTS**

**CT00-048 In the Matter of the Complaint filed by Bobbie Burnham, Sioux Falls, South Dakota, against McLeodUSA Telecommunications Services, Inc. Regarding a Delay in the Installation of Services.**

The complainant alleges that her phone service was ordered on 01/04/00 and not connected after two months due to delays caused by home address errors, U S WEST switch upgrades and phone box repairs inside and outside of the house. She feels that two months is unacceptable and that McLeodUSA's failure to follow through with scheduled dates of installation has caused emotional distress and she is requesting to be credited and awarded for inconvenience and stress.

Staff Analyst: Charlene Lund  
Staff Attorney: Karen Cremer  
Dated Docketed: 03/17/00  
Intervention Deadline: NA

**CT00-049 In the Matter of the Complaint filed by Kathleen Godfrey, Sioux Falls, South Dakota, against AT&T Communications of the Midwest, Inc. Regarding Unauthorized Switching of Services.**

The Complainant alleges that after disconnecting service from AT&T, her service was switched back to AT&T without authorization twice. The Complainant requests that the PUC "will take up this issue and prosecute AT&T for their unprofessional and illegal activities."

Staff Analyst: Leni Healy  
Staff Attorney: Karen Cremer  
Date Docketed: 03/22/00  
Intervention Deadline: NA

**CT00-050 In the Matter of the Complaint filed by Gary R. and Victoria A. Witcher, Watertown, South Dakota, against U S WEST Communications, Inc. and AT&T Communications of the Midwest, Inc. Regarding Failure to Switch Services and Unauthorized Charges.**

The complainants indicate that they cancelled their long distance services with AT&T for two phone lines on 09/24/99 and they received a bill from AT&T in February, 2000. The

complainants are alleging that either U S WEST failed to order the cancellation of AT&T mishandled the request to cancel the account. If U S WEST was at fault, the complainants are requesting an apology; if AT&T is at fault, the complainants are requesting that this be treated as slamming, since it is services against their authorization.

Staff Analyst: Charlene Lund  
Staff Attorney: Camron Hoseck  
Date Docketed: 03/22/00  
Intervention Deadline: NA

## ELECTRIC

**EL00-009 In the Matter of the Petition of Northwestern Public Service for Approval of Plan to Utilize its Adjustment Clause to Credit Customers for Arbitration Award Less Costs.**

Northwestern Public Service Company petitions the South Dakota Public Utilities Commission for approval to utilize its Fuel Adjustment Clause to pass-through arbitration costs that have resulted in savings to retail customers.

Staff Analyst: Michele Farris  
Staff Attorney: Camron Hoseck  
Date Docketed: 03/20/00  
Intervention Deadline: 04/07/00

## TELECOMMUNICATIONS

**TC00-057 In the Matter of the Application of Volunteer & Information Center for the Assignment of the N11 Dialing Code of 211 to Provide Free Information and Referrals to Community Service Organizations.**

The Volunteer & Information Center (VIC) has filed an application for the assignment of the 211 dialing code to VIC's HELPLINE. HELPLINE is a 24-hour information/crisis telephone line that provides the general public with access to community resources. VIC proposes that this service would be available for the following Sioux Falls center office codes: 241, 321, 322, 330, 331, 332, 333, 334, 335, 336, 338, 339, 351, 357, 359, 360, 361, 362, 365, 367, 370, 371, 373, 430, 444, 575, 929, 940, 978, 988.

Staff Analyst: Keith Senger  
Staff Attorney: Karen Cremer  
Date Docketed: 03/16/00  
Intervention Deadline: 04/07/00

**TC00-058 In the Matter of the Filing for Approval of an Interconnection Agreement between U S WEST Communications, Inc. and Integra Telecom of South Dakota, Inc.**



An interconnection agreement between Integra Telecom of South Dakota, Inc. and U S WEST Communications, Inc. has been filed with the Commission for approval pursuant to 46 U S C Section 252(e). The agreement purports to adopt, in its entirety, a previously negotiated and approved JATO Communications Corp. interconnection agreement which was approved by the Commission on December 8, 1999, Docket No. TC99-103.

Staff Attorney: Camron Hoseck

Date Docketed: 03/17/00

Intervention Deadline: 04/07/00

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You may subscribe or unsubscribe to the PUC mailing lists at <http://www.state.sd.us/puc/>**

Phone (605) 335-6762  
Fax (605) 335-1018

March 29, 2000

Mr. Bill Bullard  
Executive Director  
South Dakota Public Utilities Commission  
State Capitol Building  
500 E. Capitol Avenue  
Pierre, SD 57501

**RECEIVED**

APR 03 2000

**SOUTH DAKOTA PUBLIC  
UTILITIES COMMISSION**

Re: TC00-057

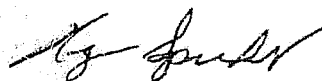
Dear Mr. Bullard:

We request intervention on TC00-057, the filing by the Volunteer and Information Center (VIC) in Sioux Falls to have 211 designated as a number to be called by consumers seeking access to VIC services.

Please be advised that the number 211 is commonly used by payphone service providers as the number to be called from a payphone if the customer is in need of a refund or the phone in need of repair. Our company has hundreds of payphones so labeled in the state of South Dakota and we are aware of other companies with hundreds more using this number. Reprogramming these payphones and physically re-labeling them will be a cost and labor-intensive effort for our company. Use of 211 by the VIC will probably also prove irritating to the VIC as payphone customers who are accustomed to using 211 continue to call that number for a time after the change in use.

Please also be advised that there is activity on this issue at the Federal Communications Commission. It would seem best to us if a different N11 number could be assigned for the purpose of the VIC and similar organizations. Our understanding is that only 311, 711 and 911 are currently nationally assigned.

Sincerely,



Roger Specht  
General Manager

Richard D. Coit  
Executive Director  
rcoit@sdutiles.com

RECEIVED

APR 04 2000

April 4, 2000

William Bullard  
Executive Director  
South Dakota Public Utilities Commission  
500 East Capitol Avenue  
Pierre, SD 57501

SOUTH DAKOTA PUBLIC  
UTILITIES COMMISSION

Re: SD-PUC Docket TC 00-057 In the Matter of the Application of Volunteer and Information Center (VIC) for the Assignment of the 211 Dialing Code to VIC Help Line.

Dear Bill:

Enclosed for filing in the above referenced matter are the original and ten (10) copies of an SDITC Petition to Intervene.

Please distribute these as needed to Commissioners and Staff.

Thank you for your assistance.

Sincerely,



Richard D. Coit,  
Executive Director  
and General Counsel

**BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF SOUTH DAKOTA**

**IN THE MATTER OF THE APPLICATION  
OF VOLUNTEER AND INFORMATION  
CENTER (VIC) FOR THE ASSIGNMENT OF  
THE 211 DIALING CODE TO VIC HELPLINE**

)  
) **DOCKET TC00-057**

**RECEIVED**

**APR 04 2000**

**SDITC Petition to Intervene**

**SOUTH DAKOTA PUBLIC  
UTILITIES COMMISSION**

The South Dakota Independent Telephone Coalition ("SDITC") hereby petitions the Commission for intervention in the above-captioned proceeding pursuant to SDCL 1-26-17.1 and ARSD §§ 20:10:01:15.02, 20:10:01:15.03 and 20:10:01:15.05. In support hereof, SDITC states as follows:

1. SDITC is an incorporated organization representing the interests of numerous cooperative, independent and municipal telephone companies operating throughout the State of South Dakota.

2. As expressly noted in the Bylaws of SDITC, duly adopted by the Coalition, "one of the primary purposes for the formation and existence of the South Dakota Independent Telephone Coalition is representation by the Coalition before the South Dakota Public Utilities Commission." The member companies of SDITC have delegated to the SDITC Board of Directors and its President the authority to intervene on their behalf in PUC proceedings that will or might potentially impact their common interests.

3. On March 16, 2000, the Volunteer and Information Center ("VIC") located in Sioux Falls, South Dakota, filed an application with the Commission pursuant to the Commission's administrative rules requesting an assignment of the "211" dialing code. Specifically, VIC is asking that such code be assigned by the Commission for the purpose of providing free information and referrals to the inquiring public regarding community service organizations. As of now, VIC indicates that it intends to use the "211" access only within the Sioux Falls exchange area. The "NXX" telephone numbers that would have access to VIC through the "211" dialing code are identified in the filed application.

4. With respect to the "211" dialing code, SDITC is aware that the number currently is being used by at least some of the SDITC member local exchange carriers for purposes other than those proposed in the VIC application. Specifically, to this point, SDITC has received information indicating that the number is being used for various purposes including station ringer testing, touchtone pad testing, and also as an abbreviated local access number for voice mail services.

5. SDITC acknowledges some of the public interest benefits described in VIC's application supporting the "211" assignment requested and would note that it has not arrived at a position regarding the VIC filing. Because, however, the "211" dialing code is in use by some of its member companies, SDITC has an interest in the filing and seeks intervention in the proceeding.

6. Based on all of the foregoing, SDITC alleges that it is an interested party in this matter and asks the Commission for intervening party status.

Dated this 4th day of April, 2000.

Respectfully submitted:

THE SOUTH DAKOTA INDEPENDENT  
TELEPHONE COALITION

By:   
Richard D. Coit  
Executive Director and General Counsel

## CERTIFICATE OF SERVICE

I hereby certify that an original and ten (10) copies of the foregoing document were hand-delivered on the 4th day of April, 2000 to:

William Bullard  
Executive Director  
South Dakota Public Utilities Commission  
500 East Capitol Avenue  
Pierre, SD 57501

A copy was sent by First Class Mail via U.S. Postal Service to:

Carol Muller  
Executive Director  
Volunteer & Information Center  
1000 N. West Avenue, Suite 310  
Sioux Falls, SD 57104-1314



Richard D. Coit, Executive Director  
South Dakota Independent Telephone Coalition  
Post Office Box 57  
320 East Capitol Avenue  
Pierre, South Dakota 57501-0057

U S WEST, Inc.  
1801 California Street, Suite 5100  
Denver, Colorado 80202  
Telephone 303 672-5871  
Facsimile 303 295-7069  
aduarte@uswest.com

Alex M. Duarte  
Senior Attorney



VIA FACSIMILE & FEDERAL EXPRESS

April 7, 2000

RECEIVED

APR 10 2000

SOUTH DAKOTA PUBLIC  
UTILITIES COMMISSION

William Bullard, Jr., Executive Director  
South Dakota Public Utilities Commission  
500 E. Capitol Avenue  
Pierre, South Dakota 57501-5070

FAX Received APR 07 2000

RE: Docket No. TC00-057  
In the Matter of the Application of Volunteer & Information Center for the  
Assignment of the N11 Dialing Code of 211 to Provide Free Information and  
Referrals to Community Service Organizations

Dear Mr. Bullard:

Enclosed are an original and ten copies of U S WEST Communications, Inc.'s Petition to Intervene for filing in the above referenced docket.

This document will also be forwarded electronically.

Please stamp and return the enclosed extra copy of this letter in the enclosed addressed postage paid envelope.

Sincerely,

Marjorie Harth  
Secretary to Alex Duarte

Enclosures  
/moh



FAX Received APR 07 2000

RECEIVED

BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF SOUTH DAKOTA

APR 10 2000

SOUTH DAKOTA PUBLIC  
UTILITIES COMMISSION

IN THE MATTER OF THE APPLICATION OF  
VOLUNTEER & INFORMATION  
CENTER FOR THE ASSIGNMENT OF THE N11  
DIALING CODE OF 211 TO PROVIDE FREE  
INFORMATION AND REFERRALS TO COMMUNITY  
SERVICE ORGANIZATIONS.

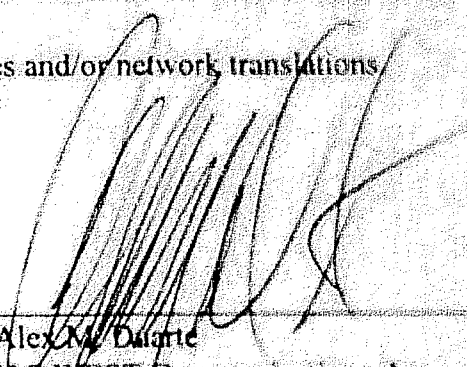
Docket No. TC00-057

PETITION TO INTERVENE OF  
U S WEST COMMUNICATIONS,  
INC.

U S WEST Communications, Inc. ("U S WEST"), through the undersigned attorneys, pursuant to SDCL 1-26-17.1 and ARSD 20:10:01:15.03 and the South Dakota Public Utilities Commission's Order setting an April 7, 2000 deadline for petitions to intervene in this proceeding, hereby petitions to intervene as a party in this matter.

U S WEST is the largest incumbent local exchange telecommunications carrier in South Dakota, and would be directly and immediately affected by the Commission's ruling in this docket. This is especially so because the results of this petition may affect U S WEST's network, including network design changes, upgrades and/or network translations, as well as U S WEST's costs for network design changes, upgrades and/or network translations.

Dated this 7th day of April, 2000.



Alex M. Dalarte  
U S WEST Communications, Inc.  
1801 California Street, Suite 5100  
Denver, CO 80202  
(303) 672-5871

Thomas J. Welk  
BOYCE, MURPHY, MCDOWELL & GREENFIELD  
P.O. Box 5015  
Sioux Falls, SD 57117-5015  
(605) 336-2424

Attorneys for U S WEST Communications, Inc.



**CERTIFICATE OF SERVICE**

I hereby certify that on this 7th day of April, 2000, an original and ten (10) copies of **U S WEST COMMUNICATIONS, INC.'S PETITION TO INTERVENE** was fax filed and forwarded via Federal Express, to the following:

William Bullard, Jr., Executive Director  
South Dakota Public Utilities Commission  
500 East Capitol  
Pierre, South Dakota 57501  
(Facsimile: 605-773-3809)

In addition, a true and correct copy was placed in the United States mail, postage prepaid, addressed as follows:

Karen Cremer  
South Dakota Public Utilities Commission  
500 East Capitol  
Pierre, SD 57501

Roger Specht, General Manager  
Gemini Companies  
3818 South Western Avenue #202  
Sioux Falls SD 57105-6511

Janet Kittams-Lalley  
HELpline Manager  
1000 N. West Ave., Suite 310  
Sioux Falls, SD 57104

Thomas J. Welk  
Boyce, Murphy, McDowell & Greenfield  
1001 North Phillips Ave., Suite 600  
Sioux Falls, SD 57117-5015

Carol Umler  
Executive Director  
1000 N. West Ave., Suite 310  
Sioux Falls, SD 57104

Richard Coit  
SDITC  
P.O. Box 57  
Pierre, SD 57501

  
U S WEST Communications, Inc

**BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF SOUTH DAKOTA**

IN THE MATTER OF THE APPLICATION OF ) VOLUNTEER & INFORMATION CENTER FOR ) THE ASSIGNMENT OF THE N11 DIALING ) CODE OF 211 TO PROVIDE FREE ) INFORMATION AND REFERRALS TO ) COMMUNITY SERVICE ORGANIZATIONS )	ORDER GRANTING INTERVENTION  TC00-057
--	--

On March 9, 2000, the Public Utilities Commission received an application from the Volunteer & Information Center (VIC) for the assignment of the 211 dialing code to VIC's HELPLINE. HELPLINE is a 24-hour information/crisis telephone line that provides the general public with access to community resources. VIC proposes that this service would be available for the following Sioux Falls center office codes: 241, 321, 322, 330, 331, 332, 333, 334, 335, 336, 338, 339, 351, 357, 359, 360, 361, 362, 366, 367, 370, 371, 373, 430, 444, 575, 929, 940, 978, 988.

On March 23, 2000, the Commission electronically transmitted notice of the filing and the intervention deadline of April 7, 2000, to interested individuals and entities. The South Dakota Independent Telephone Coalition (SDITC) filed a Petition to Intervene on April 4, 2000, Gemini Companies, Inc. (Gemini) filed to intervene on April 3, 2000, and U S WEST Communications, Inc. (U S WEST) filed its Petition to Intervene on April 7, 2000.

The Commission has jurisdiction in this matter pursuant to SDCL Chapters 1-26 and 49-31 and ARSD 20:10:01:15.05.

At a regularly scheduled meeting of April 13, 2000, the Commission found that the petitions to intervene were timely filed and demonstrated good cause to grant intervention. It is therefore

ORDERED, that the petitions to intervene of SDITC, Gemini, and U S WEST are hereby granted.

Dated at Pierre, South Dakota, this 20<sup>th</sup> day of April, 2000.

<b>CERTIFICATE OF SERVICE</b>
The undersigned hereby certifies that this document has been served today upon all parties of record in this docket, as listed on the docket service list, by facsimile or by first class mail, in properly addressed envelopes, with charges prepaid thereon.
By: <u>Melanie Kolbo</u>
Date: <u>4/20/00</u>
(OFFICIAL SEAL)

BY ORDER OF THE COMMISSION

James A. Burg  
JAMES A. BURG, Chairman

Pam Nelson  
PAM NELSON, Commissioner

Laska Schoenfelder  
LASKA SCHOENFELDER, Commissioner

TC00-057

# VOLUNTEER & INFORMATION CENTER

*"Linking people in need with information, resources, crisis assistance, services and volunteer opportunities through listening, support, referral and education."*



June 22, 2000

Mr. Bill Bullard, Executive Director  
South Dakota Public Utilities Commission  
500 East Capitol Avenue  
Pierre, SD 57501-5070

Mr Bullard:

The HELpline at the Volunteer and Information Center would like to notify the Commission of a change in telephone prefixes that we have requested in our application for the assignment of the 211 dialing code. The following telephone prefixes are the ones we are requesting for the 211 dialing code.

- 201, 241, 251, 254, 274, 310, 321, 322, 323, 330, 331, 332, 333, 334, 335, 336, 338, 339, 351, 357, 359, 360, 361, 362, 366, 367, 370, 371, 373, 376, 444, 555, 575, 728, 731, 759, 782, 929, 940, 941, 965, 977, 978, 988

Sincerely,

Janet Kittams-Lalley  
HELpline Manager

cc: SDITC, US West, Gemini, Western Wireless Corp., South Dakota Network Metro, Wireless Alliance LLC, AT&T Local, Midco Communications, Commnet Cellular, Inc., Brookings Municipal Utilities, Dakota Telecommunications, Inc.

RECEIVED

JUN 23 2000

SOUTH DAKOTA PUBLIC

BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF SOUTH DAKOTA

IN THE MATTER OF THE APPLICATION OF ) ORDER DISMISSING AND  
VOLUNTEER & INFORMATION CENTER FOR ) CLOSING DOCKET  
THE ASSIGNMENT OF THE N11 DIALING )  
CODE OF 211 TO PROVIDE FREE ) TC00-057  
INFORMATION AND REFERRALS TO )  
COMMUNITY SERVICE ORGANIZATIONS )

On March 9, 2000, the Public Utilities Commission received an application from the Volunteer & Information Center (VIC) for the assignment of the 211 dialing code to VIC's HELPLINE. HELPLINE is a 24-hour information/crisis telephone line that provides the general public with access to community resources. VIC proposes that this service would be available for the following Sioux Falls center office codes: 241, 321, 322, 330, 331, 332, 333, 334, 335, 336, 338, 339, 351, 357, 359, 360, 361, 362, 366, 367, 370, 371, 373, 430, 444, 575, 929, 940, 978, 988.

On March 23, 2000, the Commission electronically transmitted notice of the filing and the intervention deadline of April 7, 2000, to interested individuals and entities. Gemini Companies, Inc. (Gemini) filed to intervene on April 3, 2000, the South Dakota Independent Telephone Coalition (SDITC) filed a Petition to Intervene on April 4, 2000, and U S WEST Communications, Inc. (U S WEST) filed a Petition to Intervene on April 7, 2000. On April 13, 2000, the Commission found that the petitions to intervene were timely filed and demonstrated good cause to grant intervention.

At its regularly scheduled meeting of September 26, 2000, the Commission heard from the parties as to how this matter should proceed. VIC, SDITC, and Qwest all agreed that based upon the FCC's Third Report and Order and Order for Reconsideration, CC Docket No. 92-105, released July 31, 2000, this docket should be dismissed and the matter closed. Pursuant to the FCC's order, VIC may contact the provider of telecommunications services directly to request the use of 211 for access to community information and referral services.

The Commission has jurisdiction in this matter pursuant to SDCL Chapters 1-26 and 49-31 and ARSD 20:10:01:15.05. It is therefore

ORDERED, that the docket shall be dismissed and closed.

Dated at Pierre, South Dakota, this 29th day of September, 2000.

<b>CERTIFICATE OF SERVICE</b>	
The undersigned hereby certifies that this document has been served today upon all parties of record in this docket, as listed on the docket service list, by facsimile or by first class mail, in properly addressed envelopes, with charges prepaid thereon.	
by	<u><i>Helaine Kelbs</i></u>
Date:	<u>9/29/00</u>
(OFFICIAL SEAL)	

BY ORDER OF THE COMMISSION:

*James A. Burg*  
JAMES A. BURG, Chairman

*Pam Nelson*  
PAM NELSON, Commissioner

*Laska Schoenfelder*  
LASKA SCHOENFELDER, Commissioner