



**Ohio 211
Board of Directors Meeting
MINUTES
March 7, 2024**

Board Members Present: Franco Formichelli, Vince Brancaccio, Terry Carter, Tanya Kahl, Emily Ruckel, Amy Story, Beca Sheidler, Courtney Walker, Carrie Dotson, Jeannette Curtis

Excused: Alissa Holdson, Kristin McCloud

Unexcused:

Guests: Sue Hanson, Gavi Begtrup, Kristina Scott

Staff: Gayle Walters, Steve Walters

CALL TO ORDER

The meeting was called to order by Franco Formichelli, President of Ohio 211 at 10:32 a.m.

Minutes

A motion was made by Terry to approve the minutes of the January 4, 2024 meeting of the Board and seconded by Vince. MOTION APPROVED.

Treasurer's Report

Emily Ruckel reviewed the Ohio AIRS financial statements. Amy moved and Tanya seconded a motion that the Financial Report be approved: MOTION APPROVED.

New Business

Unite US Renewal: Tanya reported that the renewal contract from Unite US was received. The dollar amount remained at \$180,000. However, there are language changes that broaden the scope of uses and rights of Unite US that are a concern and require some work. Amy Story has been working with attorneys on some similar projects and offered assistance in reviewing the language. Tanya will keep the Board informed and the Executive can act on approval if contract language concerns can be fixed.

MCO Grant: Franco reported that conversations with Dan at CliniSync, United Healthcare, Molina and Care Choices on use of the Resource Database (RDb) continue to explore how 211 can help

meet the needs of their organization beyond just a focus on the resource database. The pilot could be scaled to a statewide effort. Franco will keep the Board apprised of developments.

Business Plan: Cincinnati has offered to have Gavi Begtrup work on a business plan for Ohio 211. A plan will become more critical as we apply for funding. Gavi will be taking a lead staff role in developing the business plan. Given the timing of state budget talks, the BP will be needed in about 90 days, which means a draft is needed for review in 60 days at the May 2 Board meeting with final approval at the June Meeting. Vince made a motion for work to be done on creation of a business plan. Beca seconded. MOTION APPROVED.

Earmark Budget: Tanya reviewed the budget for the federal earmark funding request. The request is expected to go through Senator Brown's office and will compete with many other requests for a limited pool of funds. Letters of support will be critical and a lot of progress is being made in collecting needed support. The proposal is due March 22. Carrie moved that the budget for earmark request be approved and Vince seconded. MOTION APPROVED.

Reports and Updates

988 Update: Vince reported that there remain some issues with the program on data reporting and phone routing. It appears that there is no chance of contracting with 988 to provide access to our RDB. He also noted there are 19 providers in Ohio. The next closest is CA with 14. No other state has more than 4 and several have one.

211 State Leadership Collaborative: Tanya reported that 2023 impact data showed 15.4 million calls nationwide. 85% of U.S. is covered by the NDP and is now focusing on data standards and improving consistency. There are 11 different systems contributing to the NDP. National will work with Yanzio for undertaking an AI powered project to cleanup the data. In business planning there is concern about how National 211 might use the NDP in ways that could compete with state/regional initiatives. Gavi is on the technology NDP roadmap group.

Inform 211 Affiliate: A meeting in January focused on demonstrating the value of organizational membership.

Nominating Committee: No report

Membership Committee: Planning for the annual conference has not begun. Jeannette volunteered to join the effort. Others on the planning committee include Beca, Carrie and Paige from UWG Cincinnati. A brainstorming session will be held soon.

Marketing Committee: Gayle reported the March newsletter is being completed and will go out, probably next week.

The Council of States: The Council is using AI to bring about more consistent data. Microsoft Hackathon is utilizing AI to facilitate connections to resources. There were discussions about Vibrant's cost being too high and they also shared expertise in discussions on disaster response and emergencies.

211 Coordinating Council: There was a discussion of the incidence rate of population usage of 211 based on the number of phone calls divided by the population of each state. Ohio has relatively high usage at approximately 6.8% compared to a national average of about 5%. Tanya felt there were several things that we should be focusing on: 1) Our benchmarks; 2) Counties that are getting close to giving up; and 3) how can we support our designees. She suggested quarterly calls with designees to share ideas and highlight successes.

Committee Reports

Governance, Bylaws, and Organizational Structure: Amy reported that the bylaws revisions being drafted will use the name Ohio 211 and will eliminate the 211 Coordinating Council since it so closely mirrors the Board in composition and agenda. The number of Board meetings will be increased to 6/year with the Executive Committee continuing to meet monthly. A meeting on May 2nd was added for the board.

Committees included in the bylaws include Executive, Membership, Nominating, Statewide Revenue Strategy, Statewide Technology and Designation Committee.

Beca made a motion to:

- Do away with the 211 Coordinating Council
- Add another board meeting in the year
- Utilize the name Ohio 211 in the bylaws and;
- That we adopt further working on the committee structures. Emily seconded the motion. MOTION APPROVED.

These changes brought up a discussion regarding Board membership. In the future all 211 agencies will be invited to attend Board meetings. An additional Board meeting will be scheduled for May 2. It will be a virtual meeting. The name change in the bylaws and with the AG's office also raised a question about the Public Utility Commission and Ohio Council of Information and Referral Providers status as a regulatory body under their jurisdiction. While the role and status of the organization should not change, it was felt that a legal review might be a good idea. Kristina will find out about a notice to the Public Utility Commissions for the PUCA designation.

Designation Committee: No report

Resource Database Steering Committee: Tanya discussed some data quality issues related to the Unite US contract involving listed agencies that terminate. That information is not consistently

conveyed. The 211 Connect agreements for the searchable database must be loaded to UWW. There were 3 outstanding. We have until March 22nd to get the contracts in.

Advocacy Committee: Kristina Scott suggested a working group to guide business plan development to go along with funding requests. It was also noted that 211 is the weaker sister to 911 and 988 and we should work to better position 211 in that regard. She also suggested moving from bi-weekly to monthly meetings.

Adjournment: There being no further business the meeting was adjourned with President Formichelli thanking everyone for their participation.

The next meeting is a virtual meeting on May 2, 2024.

Respectfully submitted,

Carrie Dotson
Ohio AIRS Board Secretary