



## Ohio 211 211 Designation Policies

The Ohio Council of Information and Referral Providers/211 Ohio, now doing business as Ohio 211, was authorized by the Public Utilities Commission of Ohio in Case No. 93-1799-TP-COI on June 21, 2001 to designate 211s in the state of Ohio. Pursuant to this ruling, Ohio 211 has created these policies to govern the designation of 211s in the state of Ohio.

Any entity interested in applying for a 2-1-1 designation in Ohio must submit the application for designation as a 211 and provide all required documentation as listed in the application. To be designated, an entity must meet the following requirements, which ensure the provision of quality 211 service that is available 24 hours a day, 7 days a week, and which is supported by the local community:

- Guarantee service availability 24 hours a day, 7 days a week through direct provision of service by the applicant entity or through a contract with an Inform USA Accredited entity.
- Ensure quality service as evidenced by proof of Inform USA Accreditation and adherence to the current version of the Inform USA Standards and Quality Indicators for the Provision of Information and Referral. Entities designated prior to 2017 may maintain their 211 designation until they obtain Inform USA accreditation, or no later than 12/31/2019.
- Demonstrate local support for designation as the 211 for that county as evidenced by letters of support from 80% of required organizations as listed in the application.
- Submit a complete application for 211 designation and provide all required documentation.

All designees must adhere to the following requirements to maintain the 2-1-1 designation:

- Submit an annual update to Ohio 211 certifying continued compliance with requirements of the 211 designation.
- Maintain Inform USA Accreditation or maintain a (24/7) service contract with an entity that is Inform USA Accredited.
- Notify Ohio 211 of any significant change in circumstances or threat to 211 in your county, such as change in contact person, funding issues, change in contracted provider, changes to area served, or intention to stop providing 211 service.
- Submit a request to Ohio 211 for a change in designation in the event of a designated entity merging with another organization or if there is a desire to transfer the 211 designation to another entity. A new application for designation must also be submitted by the merged entity or the entity requesting the transfer designation.

Ohio 211 may revoke a 211 designation if a designee ceases to provide 211 service or does not comply with the requirements to be designated as a 211. Ohio 211 also retains the right to authorize the provision of 211 service to a county that is undesignated to ensure the greatest public use of this scarce resource.

Ohio 211 expects entities providing 211 in Ohio to work together to create a high-quality service that is efficient and effective in meeting the needs of all Ohioans. This includes designating staff to serve on the Ohio 211 Board and/or committees. Ohio 211 also welcomes designees to participate fully in Ohio 211.