Breakout Sessions

Three learning tracks designed for the work of 211 across Ohio

Session 1: 11:15 AM–12:00 PM • Session 2: 12:45–1:30 PM • Session 3: 1:45–2:30 PM

Data Curation & Technology

Building and maintaining the information systems that power 211

Session 1: Working Session on Records and Duplicates

ROOM: Wright 2 • 11:15 AM–12:00 PM

Facilitator: **Gavi Begtrup**, Ph.D., Ohio 211 Resource Database Consultant

A hands-on session for curators. Work through real record examples together and build shared practices for managing records across the statewide system, including how to handle duplicates and organizations that serve more than one region.

Session 2: Working Session on Style Alignment

ROOM: Wright 2 • 12:45–1:30 PM

Facilitator: **Gavi Begtrup**, Ph.D., Ohio 211 Resource Database Consultant

A hands-on session for curators. Work through real record examples, compare approaches, and build consistency in how records are written across the statewide system.

Session 3: Statewide Data Alignment

ROOM: Wright 2 • 1:45–2:30 PM

FEATURED GUEST SPEAKER **Jennie Pollak**, Executive Director, Michigan 2-1-1

Facilitator: **Gavi Begtrup**, Ph.D., Ohio 211 Resource Database Consultant

Hear from a 211 leader in another state that has already worked through statewide database alignment. Jennie Pollak will share what worked, what challenges came up, how decisions were made across participating organizations, and what she learned along the way. Curators will leave with practical ideas they can use as Ohio's alignment work continues.

Navigation & Service

Delivering compassionate, person-centered assistance that connects people with help

Session 1: Beyond the First Need: Proactive Screening & Secondary Referrals

ROOM: Resnik • 11:15 AM–12:00 PM

Facilitator: **Sandra De Steno**, CRS, 211 Director, United Way of Greater Toledo

Every conversation is an opportunity to uncover additional needs that can improve a caller's situation. Learn how proactive screening and thoughtful follow-up questions can identify referrals for children and families, expectant parents, older adults, veterans, and other populations that callers may not realize are available. This session will explore practical techniques for recognizing hidden needs, making meaningful secondary referrals, and helping every caller get the most from their 211 experiences.

Session 2: The "F" Word

ROOM: Resnik • 12:45–1:30 PM

Presenter: **Vince Brancaccio**, MSSA, LISW-S, Chief Executive Officer, Help Network of Northeast Ohio

The "F" Word is an engaging and thought-provoking 45-minute presentation that explores one "F" word that inevitably finds its way into all of our lives—both personally and professionally. While this particular word can negatively impact our well-being, relationships, and performance, there are several other powerful "F" words that can help us overcome its effects and thrive.

- Explore the "F" word that affects us all.
- Examine how it impacts us mentally, physically, emotionally, and spiritually.

- Discover practical "F" words and strategies that promote resilience, perspective, and personal growth.

This interactive presentation challenges participants to rethink adversity, identify healthier responses, and leave with practical tools they can apply immediately in both their personal and professional lives.

Session 3: Real Calls, Real Solutions ROOM: Resnik • 1:45–2:30 PM

Facilitator: **Brittany Trask**, LSW, MSW, Director, 2-1-1, United Way of Summit & Medina County

Some of the best learning happens by sharing our experiences with one another. Join fellow frontline staff and supervisors for an interactive discussion of real, anonymized 211 calls. Together, we'll celebrate successful outcomes, work through challenging situations, exchange ideas, and learn from each other's approaches. Bring your questions, your experiences, and your willingness to learn from colleagues across Ohio.

Leadership & Strategy

Strengthening organizations, partnerships, and the future of Ohio 211

Session 1: Leading Towards the Future ROOM: Armstrong 2 • 11:15 AM–12:00 PM

Presenter: **Amy Story**, MBA, Director, Community Connections, United Way Greater Cincinnati

Presenter: **Vince Brancaccio**, MSSA, LISW-S, Chief Executive Officer, Help Network of Northeast Ohio

We are in a time of considerable change. Leading with an eye on the future is critical to sustain viable programming like 211 and 988. In this session, we will share practical approaches for strengthening engagement with government agencies, healthcare systems, community stakeholders and other sectors. Drawing on experiences from both Ohio and other successful statewide 211 and 988 expansions, we'll explore how we can tell our story, build influence, enter new communities and position ourselves for future opportunities. Participants will leave with ideas for advocating for their own organizations—and for ensuring 211 has a meaningful role in the conversations shaping their communities.

Session 2: It Takes a Community: Building Partnerships that Make a Difference

ROOM: Armstrong 2 • 12:45–1:30 PM

Facilitator: **Jeannette Curtis**, Executive Director, Fairfield County 2-1-1

People can't support a service they don't know exists. Whether you're engaging community members, local businesses, healthcare partners, elected officials, or the media, every interaction is an opportunity to raise awareness of 211. Explore practical marketing strategies, outreach ideas, and community engagement techniques that help increase visibility, strengthen relationships, and ensure more people know where to turn for help. Learn how centers across Ohio are sharing their story and building recognition for the vital role 211 plays in their communities.

Session 3: DCY & Ohio 211 — A Conversation About the Future ROOM: Armstrong 2 • 1:45–2:30 PM

Panelist: **Melissa Palmer**, MSW, LISW-S, Project Manager, Division of Outreach and Engagement, Ohio Department of Children and Youth

Panelist: **Tanya Kahl**, Director, Ohio 211, and Vice President, Community Impact, United Way of Summit & Medina

Hear directly from representatives of the Ohio Department of Children and Youth and Ohio 211 as they discuss the evolution of this statewide partnership. Through a facilitated conversation, panelists will share the vision behind the collaboration, discuss program goals and expectations, highlight lessons learned, and explore opportunities for continued integration. Whether your center is already participating or wants to better understand the partnership, you'll gain valuable insight into where this collaboration is headed and what it means for the future of 211 in Ohio.

Our Panel on Building Strong Community Partnerships will meet at 2:45 in Armstrong 2