Thank You to Our Sponsors

These partners help make today possible. We're grateful for their support of Ohio's 211 network and the people it connects to help every day.

PRESENTING PARTNER

LINKLIVE

LinkLive provides AI-native communications for industries where trust matters most. Its platform brings voice, chat, SMS, video, and secure mail together in one place, so contact center teams can meet people on the channel they prefer.

For 211s and other social assistance programs, that means more ways to reach residents and fewer barriers along the way. LinkLive helps teams remove language barriers, automate intake and triage, and connect residents with local resources faster. **AI carries the volume. Your people carry the connection.**

Security is built in. LinkLive is HITRUST r2-certified and brings more than 20 years of contact center expertise, serving over 1,100 financial and healthcare organizations.

Learn more: linklive.ai/linklive-for-social-assistance

LEADERSHIP PARTNER

Visionlink.org

Visionlink's platform provides advanced, flexible, and scalable solutions for 211, 988, Aging, Veterans, Refugees, Disaster Response and Recovery, Social Determinants, CIEs, and Coordinated Care programs. Deploy ready solutions quickly and use the Administrative Suite to build your own at no additional cost. Learn why more than 100 Contact Centers have moved to Visionlink. Be Future Ready today.

visionlink.org

AWARDS SPONSOR

CareSuite

CareSuite

CareSuite is a comprehensive, cloud-native Software-as-a-Service (SaaS) platform built specifically for information and referral, care coordination, and resource management. It comprises three fully integrated applications: CS Contact, which supports information and referral interactions; CS Care, which enables care coordination and case management; and CS Resource, which powers the resource database that serves as the foundation for both. Together, these applications provide a single, interoperable platform that supports the full continuum of community information and care delivery.

CareSuite was created by 211 LA, a non-profit organization delivering I&R and care coordination services to Los Angeles County for over 45 years.

SUPPORTING PARTNERS

Megascope Data

Megascope Data helps nonprofits turn complex data into clear insights. We specialize in building practical business intelligence systems, dashboards, and data infrastructure for the I&R industry, making it easier for 211 providers, ADRCs, and 988 providers to understand their communities, communicate their impact, and make data-informed decisions.

We're proud to have recently partnered with Ohio 211 to build a statewide business intelligence system and dashboards, bringing data from all 13 regional 211 providers into a unified platform. We are excited to support the 211 network in Ohio and look forward to seeing how the data can help showcase 211's impact in Ohio and strengthen the services across the state.

megascopedata.com · (828) 712-2077

NiCE CXone

NiCE CXone is a leading cloud-based, AI-powered Contact Center as a Service platform that helps government agencies and nonprofit organizations modernize constituent engagement, streamline operations, and improve service delivery. The unified platform brings together omnichannel communications, intelligent automation, workforce management, analytics, and AI-powered agent assistance to deliver seamless, accessible experiences across voice and digital channels.

NiCE is proud to partner with United Way organizations in Cleveland and Cincinnati, Ohio, supporting their mission to connect individuals and families with essential community resources through 211 services. These partnerships demonstrate NiCE's commitment to helping Ohio communities improve access to critical assistance, empower contact center staff, and deliver efficient, compassionate service to residents seeking help with housing, food, healthcare, and other essential needs.

nice.com · (717) 215-7310

Target Business Services

Target Business Services has been helping businesses, nonprofits, schools and community organizations make an impact since 2004. We specialize in promotional products, printing, direct mail and graphic design, with thousands of creative options to help promote your organization, recognize volunteers, thank donors or make your next event memorable.

We understand that every nonprofit has a budget. Whether you need 100 items for a special event or thousands for a major campaign, we'll work with you to find creative, affordable solutions that fit your needs and your budget. At Target Business Services, our goal isn't simply to put your logo on something—it's to help you find the right product to make the biggest impact.

Our team is ready to help! Give us a call, and let's find the right solution for your organization.

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Yanzio

Yanzio was founded three years ago exclusively to bring practical AI capabilities to the 211 and United Way ecosystem and today serves local and statewide organizations across the United States. Yanzio is proud to be part of the team selected to build the new Community Information Exchange for Smart Columbus and Franklin County. Our secure, cloud-based AI Assistants help resource teams improve database quality, strengthen taxonomy assignments, align records with local Style Guides and Inform USA standards, monitor provider websites for important changes, and discover services that may be missing from the database. Yanzio integrates with leading I&R software platforms, enhancing existing workflows while keeping resource professionals firmly in control of final decisions.

As Ohio advances its Rural Health Transformation Program, Yanzio can help strengthen the information infrastructure connecting rural residents with health and human services. Our Discovery AI Assistant identifies potential services in underserved communities and presents structured resource-record candidates for local review. Yanzio also helps statewide networks assess resource databases, harmonize Style Guides and taxonomy practices, monitor changing provider information, and improve consistency across participating organizations. The goal is practical: reduce repetitive data-maintenance work while helping Ohio's 211 professionals provide more accurate, current, and complete community information. Yanzio can also produce a comprehensive quality assessment of your resource database, including average record scores in three key areas: Style Guide adherence, taxonomy-to-description alignment, and Inform USA standards.

yanzio.ai