



Ohio AIRS 2-1-1 Designation Policies

The Ohio Council of Information and Referral Providers/2-1-1 Ohio, now doing business as Ohio AIRS, was authorized by the Public Utilities Commission of Ohio in Case No. 93-1799-TP-COI on June 21, 2001 to designate 2-1-1s in the state of Ohio. Pursuant to this ruling, Ohio AIRS has created these policies to govern the designation of 2-1-1s 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 2-1-1 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 2-1-1 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 AIRS Accredited entity.
- Ensure quality service as evidenced by proof of AIRS Accreditation and adherence to the current version of the AIRS Standards and Quality Indicators for the Provision of Information and Referral. Entities designated prior to 2017 may maintain their 2-1-1 designation until they obtain AIRS accreditation, or no later than 12/31/2019.
- Demonstrate local support for designation as the 2-1-1 for that county as evidenced by letters of support from 80% of required organizations as listed in the application.
- Submit a complete application for 2-1-1 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 AIRS certifying continued compliance with requirements of the 2-1-1 designation.
- Maintain AIRS Accreditation or maintain a (24/7) service contract with an entity that is AIRS Accredited.
- Notify Ohio AIRS of any significant change in circumstances or threat to 2-1-1 in your county, such as change in contact person, funding issues, change in contracted provider, changes to area served, or intention to stop providing 2-1-1 service.
- Submit a request to Ohio AIRS 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 2-1-1 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 AIRS may revoke a 2-1-1 designation if a designee ceases to provide 2-1-1 service or does not comply with the requirements to be designated as a 2-1-1. Ohio AIRS also retains the right to authorize the provision of 2-1-1 service to a county that is undesignated to ensure the greatest public use of this scarce resource.

Ohio AIRS expects entities providing 2-1-1 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 AIRS Board and/or committees. Ohio AIRS also welcomes designees to participate fully in Ohio AIRS.