

Hotline Implementation Committee Spring 2023 BOT Meeting Report – Cleveland, OH

Since the Fall 2022 BOT Meeting in Cancun, MX the committee has held monthly meetings averaging 6 or more members in attendance. Highlights from those meetings are as follows:

- Paul S. worked with the Trustee Administrator to get the link that forwards emails to Hotline Committee Chair and Area Coordinators fixed. Emails are now being routed to committee members so requester emails can be responded to in a timely manner.
- Paul S has been working diligently to transfer the technical aspects of Ring Central to Scott S.
- Chuck R. and Paul S. have worked with Ring Central and identified Maricris Cano as our account manager for Area Ring Central Hotline accounts. Although a manager has been identified, we are still trying to work with Ring Central to understand the process for consolidating all accounts into one account. We believe the account consolidation will help us in controlling Ring Central costs.
- Ron B. worked with the Trustee Administrator to get the approved Hotline Volunteer Guidelines on the Trustee Website. Guidelines can be found at: <https://trusteewebsite.com/resources/>
- Next Hotline Committee meeting scheduled for May 16, 2023 at 9pm est.

