

**Memorandum of Understanding  
Between  
The Joint Oklahoma Information Network (JOIN)  
And  
The Oklahoma 2-1-1 Advisory Collaborative (2-1-1)**

Background Information:

2-1-1 is an easy-to-remember telephone number that connects people with important community services and volunteer opportunities. While services that are offered through 2-1-1 vary from community to community, 2-1-1 provides callers with information about and referrals to human services for everyday needs and in times of crisis. The 2-1-1 telephone information and referral system is intended to increase access in a manner that is consistent with the Alliance of Information and Referral Systems (AIRS) standards and, in its final stage, be accessible and usable by all people in Oklahoma.

The Joint Oklahoma Information Network (JOIN) is a partnership of numerous Oklahoma state agencies with a shared vision to provide improved, personalized access to programs and services. The Oklahoma Commission on Children and Youth (OCCY) is the lead agency for the JOIN partnership.

Whereas, the mission of the Oklahoma 2-1-1 Collaborative is committed to the implementation of single points of entry to health and human services in all regions of the state and

Whereas, the mission of JOIN is to provide Oklahomans information about available public and private social services and other resources, to facilitate easy access and referral to those services and resources, and make de-identified information available for policy analysis, planning, reporting, and program evaluation and

Whereas, Oklahoma's 2-1-1 Collaborative and the JOIN Partnership are concerned with the efficient delivery of services to Oklahoma citizens,

Therefore, be it resolved, the Oklahoma 2-1-1 Collaborative and the JOIN partners agree:

- JOIN will provide designated 2-1-1 communities with a licensed software version of IRis 3.0, created by Suncoast Programs. Each licensed version has access to technical support by Suncoast Programs.

The IRis Software Products are designed with the executive director, database administrator, and end-user in mind. Suncoast's database-driven products offer ease-of-use, speed, and special built-in features which allow organizations to adapt with the ever changing needs of Information & Referral, Case Management, and Volunteer Opportunities Management.

Multiple agencies sharing data, statewide systems, “one-stop shops” and providing information via the Internet have changed the way many agencies use their resources. For example, many comprehensive I&R's are now being asked to do case management and client tracking in various ways. City, County and State agencies realize the value of the I&R's resources and now want the I&R function to maintain more than human resource information (from <http://www.suncoastprograms.com/about.htm>).

- For 2-1-1 organizations which have their community resource directory in a data system other than IRis 3.0, JOIN and the 2-1-1 will develop procedures (a) for conversion of the non-IRis database to one compatible with IRis 3.0, (b) conversion of the JOIN IRis to the regional 2-1-1 non-IRis database format, so that file transfers (back-ups and restores) can be performed as needed.
- At regular intervals, at least once per week, each 2-1-1 will upload their community resource directory to a statewide data system maintained by JOIN. This will provide JOIN with a more inclusive statewide resource directory with more accurate and up-to-date information. In return, this upload will provide 2-1-1 with a way to backup their important resource directories and allow access to other 2-1-1 systems should they become inaccessible.
- JOIN, via OCCY, will enter into individual contracts with each regional 2-1-1 or 2-1-1 applicant, who has been approved by the 2-1-1 Collaborative to receive a certain level of funding. Each contract will establish the timeline for information updates and procedures about information maintenance for each part of the state.
- JOIN and the Oklahoma 2-1-1 Collaborative will form a technical state-wide workgroup for the purpose of creating a standardized process for collecting information and to develop a collaborative approach for building a standardized database.
- JOIN will also provide additional technical support to 2-1-1 call centers to assist with implementation, data retrieval, data sharing, data transfer and analysis specific to IRis 3.0.