



MINUTES
Wednesday, August 31, 2011 – 10:30 a.m.
OKDHS Aging Services Division
2401 NW 23rd Street, Suite 40
Oklahoma City, OK

Mission: Advance 2-1-1 Oklahoma as a sustainable, easy-access system for information and referral to community services for those who need help and those who provide help.

Call to Order

Lance called the meeting to order at 10:34 a.m.

Roll Call

The following members were present: Brett Dick; Bryan Hiel; Robin Jones; Lance Robertson; Shellie Schlegel; Donnita Dewey for Michelann Ooten.

Absent were: David Bernstein; Jason Constable; Bobbie Cremer; Marisa New; Ed Pulido; Roberta Taylor.

The following visitors were present: Donnie House; Eleanor Kurtz; Kelly Riha; Matt Cordray; Kelly Nutter; Jane Garner.

Welcome and Introduction of Guests

Lance welcomed everyone and thanked Ed Pulido for his service to 211, as a board member and then as the Council chairperson for 2 years. Lance stated that the progress of 211 Oklahoma in the last few years would not have been possible without Ed's leadership. Lance stated he is honored to serve as the new chairperson of 211 Oklahoma. He went on to say that there is clearly stability within the 211 state network and believes this is a sign of how well 211 is performing at the national, state and local levels.

Consent Docket: June Minutes and August Financial. [**Motion-Bryan Hiel; Second-Robin Jones –passed by acclimation**]

State Budget Update:

Lance outlined the state budget as it currently stands for FY'12. He reiterated some of the points outlined at the June 211 meeting (see below). In terms of FY'13, Lance reported that Director Hendrick continues to be very supportive of the work of 211 Oklahoma. In addition, there are many other agencies that support the work of 211 including legislators. Therefore, Lance said that Director Hendrick is not worried that 211 will be targeted in the next legislative session.

Lance went on to say that he doesn't anticipate mid-year reductions to current contracts. However, there could be less choices going forward into FY'13 and it is very possible that 211 will be placed in a position of having to absorb another budget reduction in FY'13. Currently OKDHS is operating at the lowest staff ratio in the history of the agency which has resulted in a huge impact on the handling of services.

Oklahoma Department of Human Services (OKDHS)

- Total budget: \$2,222,070,826
- Total State dollars in budget: \$572,646,471
- Total State dollar shortfall: \$32,235,278

- Cuts that are being avoided: senior nutrition, rates (DDSD providers, ADvantage Waiver providers, rates for Child Care providers, Foster Care rates, Adoption Subsidy rates), staff furloughs, social services contracts that primarily do child welfare services.
- New costs that are being funded: employee retirement cost increases, higher state dollar requirements to fund Federal Medicaid mandates, increased child welfare background checks.
- Cuts that will be made:
 - Reduction of 231 staff members
 - Increase in child care subsidy co-pays and a reduction in child care subsidy eligibility levels (note: no current childcare subsidy recipient will lose eligibility, however)
 - Contract reductions for various social services
 - Contract reductions for some computer services
 - Contract reductions for some training
 - Reflection of lower projected utilization where appropriate

OKDHS Aging Services Division

- Total state dollar budget reduction: \$911,124
- Staffing: The division will be reducing total FTE count by five (5).
- The state dollar budget for the following programs will be reduced by 5.1%:
 - Adult Day Health
 - 2-1-1
 - Volunteer
- The LTCA – Enid contract will be reduced by 5.1%
- Anticipated savings in hospice utilization
- Additional operational reductions total \$108,918
- Per HB2183, rates for ADvantage Waiver providers as well as the Older Americans Act program have been exempted

211 Call Center Reports:

- July Call Center Statistics

Based upon the July reports submitted by Heartline and Helpline, 211 Oklahoma received a total of 25,955 calls which is an 8% increase over July 2010. The two call centers reiterated that the July call volume refers to the number of calls “answered”. There are many more calls coming into the call center phone lines but staff is not able to answer them because the call centers are at capacity in terms of operating funds for additional telephone lines and staff. Each call center has set a goal of 10% or less for abandoned calls (those instances where callers hang up because they can’t get through the queue). This is a very aggressive abandonment rate – meaning that Oklahoma call centers do everything they possibly can to process all calls. Both call centers report that their individual abandonment rates vary from month to month right now because of the high call volume. Bottom line....more and more are accessing 211 but the 211 infrastructure is at capacity. Until more funding becomes available, 211 will continue to be challenged by the 10% abandonment rate.

The call centers reported that there has been moderation in the call volume increase for July but August has already risen significantly leading the abandonment rate to sometimes reach 20%. On average a call specialist can process 100 calls per day. One full-time FTE costs approximately \$35K when considering salary and benefits. One additional full-time FTE for each call center would have a significant impact on the number of calls processed per month, but the funding is simply not there.

The online directory called ReferWeb is set to be launched soon in each call center. Those needing services will have the choice of calling 211 or logging onto either website. Each website will have a

link to the other call center. In addition, the “state” website is being revamped and will allow people to connect to each call center through the use of a hyperlink. Tulsa is due to launch around October with OKC due to launch shortly thereafter around December.

A demo of the ReferNet software was shared with council members and guests. The new software is an incredible asset to 211 Oklahoma and will allow for advanced capabilities, i.e, data analysis, increased call specialist speed, etc.

By-Laws Discussion and Vote

Lance led a discussion around the by-laws in relation to council meetings and member attendance.

Article V, Section 6.1, Page 2 of the by-laws state in part, “*Regular meetings of the Council for the purpose of transacting business shall be held no less than quarterly and according to a schedule approved by the members*”. The council currently holds monthly meetings. Lance shared this was a necessary step in the past but the 211 infrastructure is more solid now. It was Lance’s recommendation that council meetings be changed to quarterly starting in November. Those members present voiced support for this recommendation and votes were cast.

Motion to change council meetings to quarterly. [Motion-Shellie Schlegel; Second-Robin Jones–passed by acclimation].

2012 Meeting Dates: March 28, June 27, September 26, November 28

Article IV, Section 5.5, Page 2 of the by-laws state in part, “*Council members or their designee will be expected to attend all Council meetings. Absences of more than four (4) meetings require the Council to request another representative from the appointing agency or association*”. Those members present were given copies of: 1.) Council Composition; 2.) Council Member Attendance Record; 3.) Council Tenure Policy. The attendance for current Council members was discussed. It was noted that many of the Council members have missed a significant number of meetings. Lance indicated that as the new chairman, he will look at the attendance/voting record as well as the current vacancies and make determinations for how to proceed in the future. It is critical to the success of 211 Oklahoma that there be broad-based representation of members who will make the commitment to be engaged in the work of 211.

New Business: None

Additional Discussion Items: None

Announcements:

Kelly reported that Heartline board members continue to seek applications for the Executive Director position. Approximately 40 resumes have been submitted. The board hopes to interview and reach a decision in the next few months. Kelly also reported that Heartline will host their first annual golf tournament in August along with Festival of Hope to be held in early September. Kelly Riha reminded people that the Oklahoma AIRS Conference would be held in October at Belle Isle Library in OKC. She urged people to attend.

Adjournment

The meeting was adjourned at 11:45 a.m.

Next Meeting:

Wednesday November 30, 2011

10:30-12:30 at Aging Services Division, OKC