

Oklahoma 2-1-1 Advisory Collaborative
Regular Meeting Minutes
March 25, 2009

1. The March 25, 2009 meeting was called to order Tom Thomson, Collaborative Chair, at 10:05 am.
2. Roll Call was taken by Lori Linstead, 2-1-1 State Director:
 - a. Voting Members present: Brook Arbeitman, Toni Frioux, Jean Jones, Ellen Pogemiller, Madalyn McCollom, Ed Pulido, Deborah Price, Lance Robertson, Bob Stafford, Karen Sedberry, Tom Thomson. **[11 members. Quorum established.]**
 - b. Absent without proxy: Latricia Bryant, Lovie Bryd, John Johnson, Michael Jones, Janelle Mulanax, Michelann Ooten, Larry Olmstead, Kelley Riha, Crystal Stuhr, and Bill Waggoner.
 - c. Visitors present: Edwina Reddick, 2-1-1 SW OK; Jane Garner, Aging Services Division; Danielle Harris, 2-1-1- Heartline; Tonya Wiley, 2-1-1 Heartline; Debi Boyle, NCOK 2-1-1; Loni Stanfill, Northwest OK 2-1-1; Jim Lyall, 2-1-1 Helpline; Holly Archer, SE OK 2-1-1; Marice Wasemiller, First Call – Bville; Grace Kelley, Consultant.
3. Approval of Minutes: **Motion to approve Karen Sedberry, seconded by Lance Robertson. [Motion passed unanimously.]**
4. Budget Report: Tom Thomson and Lori Linstead gave the budget report. The report pointed out the lack of funds at the state level and the need to re-evaluate this before the next fiscal year. The 2-1-1 Oklahoma budget currently reflects funds allocated to administrative fees, in-state and out-of-state travel for Lori, and funds directly administered to local 2-1-1 regions. Funds used for state level planning or local level training currently come out of the travel line item. In order to pay for strategic planning and send Lori to the National AIRS Conference during the current fiscal year, additional funds will need to be identified.

Tom requested that all 2-1-1 call centers submit new budgets to Lori no later than April 15. Budgets should show a projection for the last 3 months of the fiscal year. Any anticipated unspent funds will be re-directed through contract modifications. The deadline for submitting contract modifications to OKDHS is now.

Lance Robertson stated that a member of the Oklahoma Legislature is inquiring about 2-1-1 and has asked for information related to public and private funding amounts. 2-1-1 call centers were asked to submit private funding amounts to Lori no later than Monday, March 30.

Ed Pulido left at 10:30am. **[Quorum no longer present.]**
5. Call Center Reports were received as part of the meeting packet or distributed at the beginning of the meeting. Marice Wasemiller, Director of First Call 2-1-1 in Bartlesville, announced plans for the potential merging of First Call 2-1-1 with 2-1-1 Helpline (Tulsa) effective July 1, 2009. Jim Lyall, Director of 2-1-1 Helpline, stated that 2-1-1 Helpline is currently evaluating

this opportunity, the best way to serve the additional counties and the costs associated with expanding their region.

6. Joint Oklahoma Information Network (JOIN) Report: Mike Walsh and Dan Ingram gave the update for JOIN. Mike reported that JOIN is preparing for the state roll-out of Iris 4.0. Tulsa has taken the lead in testing the new software and reporting any issues to Boeman Systems. Once Tulsa reports that Iris 4.0 is ready, implementation will start to occur across the state. JOIN will work closely with ASD Information and Technology staff to develop an appropriate timeline.

Mike also reported that JOIN has offered to purchase Sequel Server for all 2-1-1 call centers. The new server system will be purchased before the end of the fiscal year to assist all call centers in their capacity to have 5 or more staff on the phone lines at one time.

Dan reported that in an effort to support 2-1-1 Oklahoma more efficiently, a new database administrator will be hired to devote half-time assistance to 2-1-1 call centers in the management of Iris. Tom Thomson asked for clarification. Dan reported that JOIN currently provides assistance to 2-1-1 call centers by troubleshooting any IT issues related to Iris 3.0 either in person or by remote access. JOIN will also support 2-1-1 with the transformation to the new server system. The new DBA will assist in these efforts.

7. Alliance of Information and Referral Systems Oklahoma (AIRSO) Report: Karen Sudberry reported an AIRSO meeting will follow the 2-1-1 meeting. October 22-23 will be the AIRSO conference. AIROS strategic planning will take place on October 21 prior to the state conference. There will be national representatives at the AIRSO conference.
8. Director's Report: A written report was provided to all members with some issues being highlighted for Board discussion. Highlighted areas include:
 - Terms and conditions for sole source contracts to 2-1-1 regions are being finalized. This will require new applications and budgets for each call center.
 - Awaiting notification from Rep. Peters office for the date the 2-1-1 Oklahoma resolution will be heard on the House Floor.
 - State strategic planning has been scheduled for May 6th from 10:00-2:00 at Boldt Construction.
 - Working with a consultant to design a new 2-1-1 brochure. Design elements will be paid for by Folds of Honor Foundation while printing will be completed at OKDHS.
 - Working with OKDHS to print new poster design in English and Spanish.
 - Preparation is taking place for the National AIRS Conference – Oklahoma will have representation from each 2-1-1 region in the state.
9. Advisory Collaborative Strategic Planning: Lori discussed that in order for 2-1-1 Oklahoma to move forward as a state initiative, there must be certain components in place. This includes the need to build a strong local coalition, provide sound governance, engage community stakeholders, complete local assessments, develop an outcome-driven strategic plan, and design an evaluation plan. Once these pieces are implemented, true systems change can begin

to take place. Many of these components will occur at the local level, but it is critical to develop a strong state strategic plan to lead these efforts.

Grace Kelley, private consultant, discussed the steps in developing a state strategic plan. She emphasized that potential funders routinely ask to see an organization's strategic plan and outcomes. Without these, it is easy for a state initiative to struggle to build capacity.

Tom echoed this and shared his disappointment that members are not attending monthly board meetings and that 2-1-1 struggles to meet quorum. He challenged board members present to contact other members regarding their lack of participation and while doing so, to emphasize how critical it is that members attend not only board meetings but also strategic planning.

Tom will draft a letter to each board member regarding board attendance and the importance of participating in strategic planning.

10. Additional Discussion Items and New Business to be considered March 25, 2009: None

11. Meeting Adjourned at 12:04.