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2-1-1 Oklahoma Advisory Collaborative
Regular Meeting Minutes
March 31, 2010

1. The meeting was called to order by Ed Pulido, at 10:10 am.
2. Roll Call was taken Lori Linstead:

Voting Members present:

Janelle Mulanax	Lance Robertson	8 members and 1 proxy.
Deborah Price	Tom Thomson	
Ed Pulido	Karen Sedberry	
Jean Jones	Sheri Carter	
<i>Crystal Stuhr, proxy</i> for Bob Stafford		

Quorum was not established.

Absent without proxy:

Brook Arbeitman	Madalyn McCollom
Toni Frioux	Larry Olmstead
Kyla Campbell	Clint Castleberry
Michael Jones	John Johnson
Michelann Ooten	Kelley Riha
Bill Waggoner	
UW Urban Rep	

Visitors present:

Holly Archer	James Lyall
Jane Garner	Tony Wiley
Andrea Galbusieri	Bryan Hiel
Matt Cordray	Eleanor Kurtz
Lora Miller	Rose Burrell
Thomas Belusko	Gayle Semtner

Staff Present: Lori Linstead

3. Ed welcomed everyone and asked attendees to introduce themselves.
4. Chair Remarks: 211 Oklahoma has made great strides in the last year with the completion of a strategic plan, the creation of a vision and mission statement, re-alignment of the state Collaborative and legislation that supports a name change and strengthens the roles and responsibilities of the voting members. Ed went on to state that 211 in Oklahoma works very closely with the national folks at 211US and UWW and that Oklahoma goals and objectives are aligned with national efforts. 211 regions have expressed their challenges in meeting standards defined by the Oklahoma Corporation

Commission, AIRS and the 211 Collaborative. These standards coupled with the decline in the economy which directly impacts state revenue has led two call regions to approach the Collaborative and suggest consolidation with larger call regions.

Ed went on to say that 211 Oklahoma is committed to providing efficient, quality service delivery to Oklahoman's. To ensure that 211 Oklahoma continues to provide quality services in meeting the needs of Oklahoman's the Collaborative will have to take a really close look at creating and maintaining efficiencies.

At 10:30, a quorum was still not established and Item 5 could not be addressed by the Collaborative. Moved to Item 6 - Reports.

6. Oklahoma AIRS Report: Karen Sedberry announced that Oklahoma AIRS would meet following the Collaborative meeting. The meeting would focus on the Oklahoma AIRS Conference held annually in October.

Joint Oklahoma Information Network (JOIN) Report. No report from JOIN. However, Lori shared that a technical meeting was held on March 25, 2010 to discuss the timeline for moving to Iris 4.0. In order to make the transition as smooth as possible, the technical meeting participants recommended that OKC and Tulsa migrate to the new software first. Once these 2 regions have successfully completed the migration, the remaining regions will begin a staggered roll-out. Lori will recommend at the next Collaborative meeting that state operating funds be utilized to send one person each from OKC and Tulsa to an intensive training in Orlando in June with Bowman Systems to aid in facilitating the transition. The two people attending this training would be responsible for assisting the rest of the regions in their migration.

Before hearing the Program Development Committee report, Ed asked that one of the guests present share information related to military services offered in Oklahoma in partnership with the Department of Defense. Thomas Belusko, with the Joint Family Support Assistance Program (JFSAP) shared that he is one of two counselors in Oklahoma that provides services to all branches of the military with the exception of the Coast Guard. These licensed counselors work with service men and women and their families as they deal with the stress of deployment, re-integration after deployment, martial strife, mental health counseling for returning soldiers as well as for families dealing with the affects of deployment and re-integration. JFSAP counselors are a support system of the military but unlike the military; they are not subject to the same disclosure policies of the military. JFSAP information is a confidential service unless there is suspected child abuse, suicide issues, etc and services obtained through JFSAP do not affect the current status or future status of a soldier in terms of promotion.

Beginning in May, JFSAP will begin to host *Lunch and Learns* in the rural communities to create awareness around the effects of deployment and ways that communities can support service members and families who are subject to deployment and re-integration.

Ed shared that 211 in Oklahoma is working very closely with those affiliated with the military whether that be the National Guard, Reservists, Active Duty Personnel, Veterans, etc. 211 has experienced an increase in the number of mental health calls related to military personnel and 211 is viewed as a key component to ensuring that this population of Oklahoman's receives the support that they need.

Program Development Committee Report: Eleanor Kurtz reported that the committee met on March 25, 2010 at Heartline. This committee was established as a part of the state strategic plan and on this date, the first meeting of this committee was held with Grace Kelley serving in the role of facilitator. In addition to the committee members, there were a number of guests also in attendance who had questions that were unrelated to the purpose of the committee meeting.

At the beginning of the meeting, Ed re-stated the purpose of the committee meeting which was to address the goals outlined in the strategic plan related to creating efficiencies within the 211 system to better meet the demands of Oklahomans and local, state and national partners; research best practices and determine ways to ensure quality services are provided by 211 Oklahoma and develop ways to expand organizational capacity.

Meeting participants discussed the importance of researching best practices from other states with particular emphasis placed on call volume comparisons and rural and urban models; research ways data is collected in other states; effective partnerships with public and private agencies; technology used by other state I&R systems; effective outreach and coordination with local and state emergency managers; and sustainability best practices.

Much committee discussion focused on regions meeting the 24/7 mandate as well as obtaining national accreditation. The regions shared the many challenges experienced around these two issues.

This led to Collaborative discussion around accreditation. OKC shared that they are in the process of finalizing their AIRS accreditation paperwork and how this preparation has consisted of an intensive, 2-year process with multiple staff involved in the writing of numerous policies as well as the compilation of large amounts of paperwork. Ada shared that it is past time for their region to begin the AIRS accreditation process and that while this is part of the contractual agreement, there is consensus among Ada staff that this region does not have the manpower or the budgetary resources to meet the accreditation mandate. Lawton echoed Ada's comments and shared that their call center is very small and there is no "extra" staff to assist with the accreditation paperwork. While steering committee members in Lawton have been willing to assist in the process, the fact remains that it is nearly impossible for people to effectively assist when they are not familiar with all of the accreditation standards.

Ed stated that these are serious concerns that will have to be addressed by the Collaborative. There has been some discussion of reducing the number of active call center regions across the state because of the strict and challenging mandates in addition

to the decline in state revenue which directly impacts the amount of state funding allocated to 211 Oklahoma. Some suggestions have been to reduce the number of call center regions while maintaining some type of regional presence that would encompass outreach, awareness, database management, fundraising, etc. The Program Development Committee will continue to explore various options with recommendations to be brought forth to the Collaborative for consideration.

5. Ed attempted to return to Item 5 – quorum was still not been established so voting on the items listed under Item 5 couldn't take place. Lori asked for permission to point out some highlights in the monthly director's report. Lori shared that HB 1776 and SB 2830 continue to move through the legislative process. HB 1776 must be heard by the Appropriations Committee before moving to the House Floor for vote. SB 2830 is ready to move to the Senate Floor for vote. Lori will keep members updated on the progress.

Lori went on to report that she is working closely with FEMA to determine whether or not regions can be reimbursed for overtime services provided during the December Blizzard and the January Ice Storm. The work with FEMA is a direct result of the support received by 211 from the Oklahoma Department of Emergency Management. Lori will keep members updated on the progress.

7. Quorum not established. Item 7 – FY'10 Budget Revision could not be addressed.
8. Quorum not established. Item 8 – By-Laws Revision could not be addressed.
9. Quorum not established. Item 9 – FY'11 Regional Contracts could not be addressed.
10. New Business: Members present discussed the critical nature of voting items since two relate to the FY'10 budget and FY'11 regional contracts. Members agreed to table the voting items and call for a special meeting to be held on Wednesday, April 14, 2010 to meet and vote on the time sensitive issues. Members also agreed that it was necessary to keep the regularly scheduled monthly meeting to be held on Wednesday, April 28, 2010. Lori was asked to notify the Secretary of State of the additional meeting and to determine logistics of the special meeting since the ASD conference room is already booked for a meeting on April 14th.
**Motion to call for special meeting by Crystal Stuhr, seconded by Janelle Mulanax.
[Motion passed by roll call vote of members present.]**
11. Additional Discussion Items: The items found on the March 31, 2010 agenda will be heard at the special meeting scheduled for April 14, 2010 along with any additional items that occur and bear relevance between this date and April 14th.
12. Announcements: Lance was asked if there was any update regarding the FY'11 state budget. He indicated that he did not have any new information to share. The budget situation changes daily and while Lance has not received word of any reductions to the 211 budget, it is fair to say that this is subject to change.

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Crystal reported that Bob Spinks, Executive Director for UW of Central Oklahoma, has announced his plans to retire in December and join the staff at OCC University where he will teach classes related to non-profit leadership.

Lori reported that a UW contingency from Oklahoma recently traveled to Washington D.C. as a part of the UWW Hill Day. UW representatives from Oklahoma met with members of the Oklahoma Congressional Delegation and shared information about 211. National 211 and UWW efforts continue to focus on obtaining 220 House co-sponsors for the Federal 211 Act which would enable the legislation to by-pass committee rules and move to the House Floor for a vote. The Senate has already obtained the majority of co-sponsors needed to be heard on the Senate Floor. Lori will keep members informed of the progress.

13. Meeting was adjourned at 11:30.