

**Oklahoma 2-1-1 Advisory Collaborative**  
**Meeting Minutes**  
January 25, 2006  
DHS - Aging Services Division

Welcome:

The meeting was called to order at 10:05 am by Toni Frioux, Chair. Those in attendance introduced themselves.

Voting Members Present by Roll Call:

Brook Borden, Office of Homeland Security  
Pam Cross, Heartline Inc.  
Toni Frioux, OK State Dept. of Health  
Judy Leitner for Raymond Haddock, OK Dept. of Human Services  
Mary Howell, OK Dept. of Rehabilitative Services  
Jim Lyall, 2-1-1 Tulsa Helpline  
Madalyn McCollom, OASIS  
Helene Schwartz, United Way of Ponca City  
Steve Willoughby, ACOG  
Deborah Price, Office of Faith Based & Community Initiatives

Guests Present:

Latricia Bryant  
Tom Martin  
Edwina Reddick-Scott  
Steve Wilt  
Mark Reynolds

1. Approval of Minutes from November meeting: A copy of the November minutes had been sent with meeting notice and attached to meeting packets.

Motion made by Mary Howell to approve minutes. Second by Helene Schwartz. Motion carried by roll call vote, with two (2) abstentions.

2. Application of Southeastern OK 211 Call Center: Toni Frioux presented the Summary Report from the Application Review Team on the Application from the Ada Regional United Way for designation of Southeastern OK 211 Call Center. Copies were distributed to the Collaborative members. The review team found that Ada Regional United Way proposed call center met the necessary requirements and recommended that they be designated as a 211 Call Center.

Motion to approve the application and designate the proposed Southeastern Oklahoma 211 as a 211 Call Center was made by Steve Willoughby and seconded by Helene Schwartz.

Discussion:

Steve Wilt recommended that Ada provide a list of exchanges in their coverage area for clarification. Latricia Bryant from Ada said that they would do that. There was discussion of lack of coverage for south Grady County. It is hoped that either HeartLine 211 or Southeastern Ok 211 will be able to pick up coverage of that area in the future.

Jim Lyall requested additional information on number of current call as well as projected numbers, the number of telephone companies involved and about their follow-up procedures. Latricia reported that there were approximately 3000 calls annually through the Call-A-Ride program, and there had been 12 calls per day since the switches had been turned on. She said there were more than 12 telephone companies in their coverage area and they were projecting approximately 30 – 40 calls per day. Follow-up calls will be 20% of their projected calls. She said there had been some confusion over the Call-A-Ride number also listed in the phone book as “Information Center” which is now 211.

Motion carried by roll call vote with one abstention.

3. By-Laws: Judy Leitner presented recommended changes to By-Laws by the By-Laws Committee. A copy of the By-Laws with recommended changes were distributed to the collaborative.

The changes were discussed, but many felt more work needed to be done, in particular to the section on Board of Directors positions. Motion was made by Steve Willoughby to send recommendations back to the By-Laws Committee for further work and to seek legal guidance. Motion seconded by Brook Borden. Motion carried by roll call with one opposed.

Both Brook Borden and Edwina Riddick-Scott volunteered to help on the By-Laws Committee.

4. Resource & Development Committee: Toni Frioux reported that legislative leadership has indicated that they are only interested in funding 1/3 of 211 call center, or think they can only get that much passed. There was discussion regarding the support for current centers, staff and other operational costs as well as for start up of new centers. An amount of \$ 1,168,150.00 was recommended for the “ask”.

Motion made by Helene Schwartz to approve recommended amount of \$ 1,168,150.00 to ask from legislative appropriations. Seconded by Pam Cross. Motion passed by roll call vote.

5. Legislative Breakfast: Carrie Wiggs asked that anyone who could volunteer time at the Legislative Breakfast at the Capitol should be there at 8:30 on the 14<sup>th</sup>. Carrie suggested that everyone invite their legislator to visit the breakfast and make personal visitations to their individual legislators. Fact sheets and printable invitations will be available and sent out via e-mail. Jim recommended adding information on anticipated centers and the coverage map to the fact sheet.
6. Tabling of Agenda Items: Due to time constraints, motion was made by Mary Howell and seconded by Helene Schwartz to table the remainder of the agenda until the next collaborative meeting in February. Motion carried by roll call vote.

Announcements: Helene suggested that AmeriCorps VISTA grants be applied for on a statewide/collaborative basis. She will work with Carrie and Deborah Price on this. Judy Leitner said they could possibly assist as well.

Meeting was adjourned at 12:00

Respectfully submitted by

Madalyn McCollom  
Secretary, Oklahoma 211 Advisory Collaborative

Approved \_\_\_\_\_