

## Oklahoma 2-1-1 Advisory Collaborative

### Meeting Highlights

January 26, 2005

Stroud City Hall, Stroud, Oklahoma

#### Welcome:

Chair Jim Lyall called the meeting to order 10:05 am. Those in attendance:

Pam Cross	Nita Holstine	Helene Schwartz
Carrie Wiggs	Linda Soos-Davis	<b>Guest:</b>
Madalyn McCollom	Mike Cooper	Richard Cook
Linda Jenkins	Kay Seymour	
Steve Willoughby	David Bernstein	

#### 1. **Introductions and Announcements**

Those in attendance introduced themselves. No announcements were made.

#### 2. **Approval of Minutes from November Meeting**

A copy of the minutes from the November 17, 2004 meeting was attached to meeting packets. With no additions or corrections, Mike Cooper moved to accept the minutes as presented, Linda Soos-Davis seconded. Motion passed.

#### 3. **Special Collaborative Meeting-Update on SBC and Other Telco Tariffs**

Vicky Hale, attorney for Community Service Council- reported on revised non-recurring switch cost of \$775.00 for SBC. A hearing will be held on Thursday, January 26<sup>th</sup> on amended tariff. Cox and Valor have both filed. Their cost is \$676.53 per switch and \$28.04 per month.

Carrie Wiggs called all 10 I&R's that submitted letters of intent. Based on that forecast, SBC was willing to lower their rate. For more information, obtain the Amended application from Carrie Wiggs. We now have rates for every phone system in Oklahoma. Prospective call centers now have the information needed to begin cost assessments.

#### 4. **Potential Call Center Progress and Assistance**

As stated in #3, Carrie has spoken with every potential call center. She discussed with each center where they were in the planning/implementation stage and offered technical assistance. A checklist will be very helpful in this process.

Tulsa is ready to transition to 2-1-1 in the spring. Ada, OKC, Bartlesville and Tishomingo are moving forward.

#### 5. **Legislative Update**

HB1522 was included in the board packet. It is imperative to obtain support from local legislators. Jim Lyall reported on meetings with legislators including Kris Steele on January 20<sup>th</sup>, Reps. Lamons, Peters, and Bengel on January 24<sup>th</sup>. Meeting with Senator Adelson this week to lay groundwork, answer questions and address issues of republican leadership with regard to 2-1-1. Pam Cross was in contact with Rep. Lindley in October. He was interested in presenting funding legislation. He is now concerned about the changes in committee structure. If we don't have local support, the legislation may never be heard. Pam continued that it is up to everyone concerned with 2-1-1 to contact their local legislators and educate them on how 2-1-1 will impact the quality of life in our state. HB 1522 is seeking 1.5 million although it isn't stated in the bill.

Carrie has prepared two papers to be given to legislators. She will be sending those electronically to everyone involved with 2-1-1.

One important question that legislators may ask is "Why do we need 2-1-1? Are state agencies NOT doing their job?" NO. 2-1-1 is enhancing and supplementing their services. 2-1-1 also provides many services outside the scope of state agencies. It is important to reinforce the potential partnership with response organizations when a disaster strikes, i.e. Florida.

Linda Soos-Davis reiterated the importance of explaining the program to legislators. "2-1-1 is a good vehicle to keep people out of the system. It gives them availability to non-governmental organizations. It's really helpful for stressful situations."

#### 6. **State Agency Staff Meeting**

Linda Soos-Davis reported on a meeting with key state agencies to develop some recommendations as to how 2-1-1 and state agencies could strengthen their collaboration. She reinforced that there are not funds but they could talk about the issues. Howard Hendricks thought the Corporation Commission had some funds available. They are meeting again to discuss more possibilities. Linda's agency may be a pass through agency for funds. However, when you receive state money guidelines must be written and it gets more complicated. The collaboration would still be responsible for making decisions on funding each call center.

Jim Lyall summarized the 3 funding possibilities:

- Shared support from the 3 state agencies
- Appropriations from HB1522
- Universal Service Funds (USF) under the OK Corporation Commission

7. **Legislative Breakfast**

Carrie Wiggs reminded the collaborative how productive last year's breakfast was in helping pass 1405. This year's breakfast is scheduled for February 24<sup>th</sup> from 9-10:30am. Letters have been sent for donations to help defray expenses. Carrie stated if HB 1522 reaches the floor, the 24<sup>th</sup> will an opportunity to meet one last time and encourage support. If not, it will be an educational event. The breakfast should be an opportunity to reinforce 2-1-1 not an introduction. It is important to meet with local legislators and inform them about 2-1-1.

8. **Resource & Development Committee Report**

Linda Soos-Davis, co-chair reported on the last meeting. Written report was presented to committee. A copy of the report is attached to minutes.  
Pam Cross stated that any funds secured will be available for planning, implementation and operation.

9. **JOIN Update**

Richard Cook updated the committee. There has been one meeting with 2-1-1 and JOIN representatives. Richard discussed how the state could assist call centers:

- Set up a contingency /disaster plan for 2-1-1's in the state
- Help obtain hardware/software at reduced cost
- Collaborate on resource directory

Richard stated that the JOIN website can relate the information to the client but can't help the client decide **what** services they need. It's cost effective to also have 2-1-1 so clients don't end up waiting at an agency only to find out they can't be served.

Jim Lyall was very encouraged by the meeting especially with respect to technology interfacing.

10. **AIRSO Update**

David Bernstein reported on the AIRSO meeting. Pam Shepard has left her position in Lawton so AIRSO is presently without a state president.

The organization is undergoing some changes to become more proactive.

Madalyn McCollum reported on the pre-certification training on February 25<sup>th</sup> at the Belle Isle Library. The AIRSO conference will be held on April 21-22 at the Schusterman Center. The AIRS certification testing will be on April 22. Anyone interested in taking the test must apply 30 days in advance. For more information, go to the AIRS website at [www.airs.org](http://www.airs.org).

11. **Other Business**

Carrie Wiggs and Pam Cross participated in the 2-1-1 conference call this week. The Calling for 2-1-1 Act has been reintroduced in the Senate. It has moved from the Department of Commerce to HHS. The \$200 million in the original proposal has been reduced to \$150 million for the first 2years. Further reduction to \$100 million in the third through fifth years. No house bill yet. They have two years to pass it.

David Bernstein and his staff have completed a state map showing the telephone companies in every area of the state.

There being no other business, Jim Lyall adjourned meeting at 11:45 am.

**Note change:** The February meeting in Oklahoma City has been scheduled to coincide with the legislative breakfast on February 24, 2005. The breakfast is from 9-10:30am with some additional time for clean-up. The Advisory Collaborative will meet at 12:00pm at Jamil's on Lincoln. For directions or agenda items, please contact Carrie Wiggs, [cwiggs@csctulsa.org](mailto:cwiggs@csctulsa.org).

Respectfully submitted,

*Helene Schwartz*

Secretary, Oklahoma 2-1-1 Advisory Collaborative