

Oklahoma 2-1-1 Advisory Collaborative
Corrected Meeting Minutes
October 25, 2006
DHS Aging Services Division – OKC

Welcome:

Meeting was called to order at 10:05 a.m. by Steve Willoughby, Chair.

Those in attendance introduced themselves.

Voting Members Present by Roll Call:

Toni Frioux, Okla. State Department of Health
Raymond Haddock, OKDHS
Mary Howell, Department of Rehabilitation Services
Linda Jenkins, United Way - Urban Representative
Madalyn McCollom, OASIS
Edwina Reddick-Scott, AIRSO
Helen Schwartz, United Way – Rural Representative
Kay Seymour, Oklahoma Telephone Association
Pattie Thompson, Federation of Red Cross Executives
Tom Thompson, Okla. Dept. of Mental Health & Substance Abuse Services
Steve Willoughby, Okla. Association of Regional Councils
Donnie House, 211 Tulsa Helpline

Quorum was established by Roll Call. Ashley Jones, Tom Wade and Lovie Byrd, arrived after roll call was taken.

Guests Present:

Emily Furney, United Way of Norman
Edward Pulido, United Way of OKC
Carrie Wiggs, OKDHS/OK211
Andria McCollough, First Call Bartlesville
Pam Cross, Heartline, Inc.
Ronald Boggs, 211 of SE Oklahoma
Dorinda Howe, Helpline Ponca City
Arlita Meek, United Way Ponca City
Steve Wilt, Okla. Corporation Commission
Tom Martin, Heartline 211

1. Approval of Minutes from September meeting: A copy of the September 2006 minutes was sent with meeting notice and attached to meeting packets.

Helene Schwartz asked that Arlita Meek be identified as representing United Way of Ponca City instead of Helpline. Motion was made by Mary Howell to approve minutes with correction. It was seconded by Toni Frioux. Motion carried by roll call vote, with no abstentions.

2. Call Center Report: Written reports were presented as part of the packets.
3. 211 Tulsa Presentation: Donnie House presented Powerpoint on the Tulsa 211 program which included celebration of their one (1) year anniversary. They have received 67,264 calls during this first year, averaging 6000 per month. All major cell providers and now active. Twelve (12) of the sixteen (16) call specialists have received their certification. They now have an expanded roll in disaster response. Peak call month of July is attributed to the heat, and in August to start of school. Basic needs is the most needs category with 38%, with health care next. They are receiving calls from people who are hearing impaired through the 711 relay. Top ten (10) referrals are primarily to faith based programs. No specific targeted marketing is being done in counties outside Tulsa, but there will be in the future. On calls for people age 55 and over, more referrals are being given to the AAA or Life Senior Services. Most calls are coming between 8:00 am and 5:00 pm. Abandoned call rate is at 10%, which will be reduced with Voice Over IP (VOIP). They have a home based call specialist who can log in remotely using VOIP and take calls. The website has been revised with links to JOIN and downloadable brochures.
4. Appropriations Allocation Committee Report: Mary Howell presented call volume distribution spreadsheet showing call volume as reported by the existing call centers. Recommendation from the committee is to allocate the \$175,000 based on this call volume.

Edwina Reddick-Scott made a motion to accept this recommendation. It was seconded by Kay Seymour. Motion passed with no abstentions.

The committee also recommended that an RFP be sent out for coverage of the six (6) counties (Okfuskee, McIntosh, Cherokee, Adair, Muskogee, and Sequoyah) and if there is no award given, the funds be distributed to the existing call centers by call volume. It was further recommended that the RFP be sent out by November 1, for return by December 1 for voting during the January meeting.

Motion was made by Tom Thompson to approve recommendation to have RFP for the Okfuskee, McIntosh, Cherokee, Adair, Muskogee, and Sequoyah area out by November 1, due back December 1 for approval by the Collaborative in January. Motion was seconded by Helene Schwartz and passed by roll call vote with no abstentions.

After further discussion it was recommended that the RFP process should also include an opportunity for existing call centers to amend their letters of intent to provide coverage of the Muskogee area if they want to, along with a plan for adding this coverage.

The previous motion was amended by Tom Thompson to include this recommendation to allow existing call centers to send a letter of intent and a plan for coverage of the Okfuskee, McIntosh, Cherokee, Adair, Muskogee, and Sequoyah counties, utilizing the same timeframe as the RFP process. Motion was seconded by Helene Schwartz and carried by roll call vote with no abstentions.

5. Advisory Sub Committee: Ronald Boggs asked that the Resource and Development Committee reconvene to look at other funding resources. A list of the existing committee members was read. Carrie agreed to send out request for the committee to reconvene and a new chair be elected at the first meeting.
6. AIRSO: Edwina Reddick-Scott reminded everyone that the AIRSO Fall Conference was the next day. She sent around a training needs assessment survey and asked that everyone fill one out.
7. United We Ride: Mary Howell reported that the Governor had signed an executive order creating the UWR Council. The Governor's office will name 25 members to provide coordination and planning of human services transportation response. The second community meeting was held in Lawton and there were 50 people present making up a good representation from the community. The next meeting will be in Muskogee in December. Mary will also be meeting with Brooke Borden on transportation and emergency preparedness.
8. JOIN: Carrie reported that all participating partners are uploading to JOIN
9. VISTA Pam Cross reported that she had a voice mail from Deborah Price who said that the call centers needed to look at January for volunteers to start. She said the application has not yet been approved and that the job description was being looked at. It was also reported that the Dept. of Corrections was possibly applying for VISTA volunteers to collect human service resources for a database for re-entry information. **
10. Additional Items/Agenda Items for next meeting: Pam Cross requested that the 211/JOIN technical committee look at developing formal recommendations for minimum standards for inclusion in databases. She said that call centers are adding different types of resources and that it would be better to have the same inclusion criteria.

Ed Pulido commended 211 but also wanted everyone to keep in mind the importance of programs that provide the service. He again offered United Way of OKC as a site for strategic planning.

The next meeting will take place November 29th at 10:00 am at Aging Services in Oklahoma City.

Meeting was adjourned at 11:40

Respectfully submitted by

Madalyn McCollom
Secretary, Oklahoma 211 Advisory Collaborative

Corrected version approved 1-31-07

** Subsequent to the Collaborative Meeting it was learned from Lovie Byrd that it is the faith based Oklahoma Reentry/Reintegration Resource Group, Inc. (www.orrq.org) who is applying for the VISTA Volunteers. The contact person is Tony Zahn.