

**Oklahoma 2-1-1 Advisory Collaborative
Meeting Minutes**

October 26, 2005

Department of Rehabilitative Services (DRS) Offices – OKC

Welcome:

The meeting was called to order at 10:12 am by Toni Frioux, Chair. Those in attendance introduced themselves.

Voting Members Present by Roll Call:

Linda Jenkins for Kathleen Coan, Tulsa Area United Way

Pam Cross, Heartline Inc.

Toni Frioux, OK State Dept. of Health

Judy Leitner for Raymond Haddock, OK Dept. of Human Services

John Hudgens, OK Dept. of Mental Health & Substance Abuse

Mary Howell, OK Dept. of Rehabilitative Services

Jim Lyall, 2-1-1 Tulsa Helpline

Madalyn McCollom, OASIS

D.J. Thompson, United Way of Central Oklahoma

LaQuita Thornley, Inca Community Services /Community Action Agencies

Deborah Price for Brad Yarbrough, Office of Faith Based Liaison

Guests Present:

Dana Trent, Inca Community Services

Kelley Riha, Metro Library System

Steve Wilt, Oklahoma Corporation Commission

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

Motion made by Judy Leitner to approve minutes. Second by Pam Cross. Motion carried by roll call vote, with three abstentions.

2. JOIN/211: There was discussion on receipt of software and work on standardization. Mary Howell and John Hudgens reported on other collaboration between state agencies to ensure coordination of services and create a central entry point. Agency heads are mandated to attend. They are looking at central funding source and other issues. Mary suggested that it was important for 211 and JOIN to become a part of these initiatives.
3. By-Laws: Judy Leitner and Madalyn McCollom have agreed to review the by-laws. Kelley Riha and Deborah Price have also offered to be on the committee. Judy related changes in Open Meeting Act that will need to be reviewed that relates to electronic communication and could mean all email will need to be saved. Linda Jenkins requested that notice be sent to all members regarding this.

Steve Wilt also said that the Corporation Commission is now revisiting rules and now is the time to make any changes to 211 standards if we want. Any recommended changes need to go Toni for Steve by November 7.

Jim Lyall asked that the committee also look at possibility of Voluntary Advisory Board and to look at having more community representation.

4. 211 Wireless Routing: Jim Lyall reported that at a meeting October 14 SE Oklahoma carriers, they discussed relationships of 211 and cellular companies. It was felt that call volume on 211 would not be high enough and cost would not be significant and they could possibly write this off. It was suggested that the relationship of the companies could be as a partner instead of as a vendor. PR could be positive. They felt that the smaller companies might go in that direction. Cingular and Sprint would likely be more hard line. Technical discussion on how calls would be routed and agreement would have to be developed statewide. On Nov. 4 there will be a conference call with Lucinda Nord in Indiana regarding 211 Wireless translations. Emails will be sent from Lucinda and Carrie. Lucinda will do an online presentation while on the call. Jim feels that this is important because 211 will ultimately have to have collaborative approach to wireless coverage. Cost will be prohibitive for each 211 to pay for cell calls. Starting place is understanding of all the options.
5. AIRSO: The fall conference was last week. It was well attended and a number of people took the certification test. New officers were elected: David Bernstein, President; Edwina Riddick Scott, Vice Pres.; Nita Holstine, Treasurer; and Pam Shepherd; Secretary. Regular meetings of officers will now be every three months.
6. Nov & Dec. Meetings & Future Meeting Site: With possible voting issues coming up, it was felt that the Nov & Dec. meetings should not be cancelled. They will be held at either DRS or at Aging Services. The plan is to have all 2006 meetings at Aging Services.
7. New Business: It was agreed to look into having Open Meeting Acts training. In the coming months. LaQuita Thornley offered training by her husband who does these.

Announcements:

Carrie will be speaking to the Okla. Association of Community Action Agencies Dec. 2.

Launch of HeartLine 211 will be Nov. 14. First call will be placed by Burns Hargis at the Senior Summit in OKC and Howard Hendrick will be at HeartLine to take the call. Pam Cross reported that they would actually be serving all or parts of 9 counties. She presented a map.

Meeting was adjourned at 11:47

Respectfully submitted by

Madalyn McCollom
Secretary, Oklahoma 211 Advisory Collaborative