

Oklahoma 2-1-1 Advisory Collaborative
Regular Meeting Minutes
October 28, 2009

1. The meeting was called to order by Ed Pulido, Chair, at 10:08 am.
2. Roll Call was taken by Michael Jones, Secretary:

Voting Members present:

Brook Arbeitman	<i>Beverly Williams</i> , proxy	Bob Stafford
Lea Klingler	for Larry Olmstead	Karen Sedberry
Michael Jones	<i>Michelle Jagers</i> , proxy	
Lea Klingler	for Michelann Ooten	
Janelle Mulanax	Ed Pulido	8 members and 2 proxies.
	Kelley Riha	

A Quorum was not established.

Toni Frioux and Deborah Price arrived at 10:28, Quorum was established.
Eleanor Kurtz, proxy for Lance Robertson arrived at 10:45

Absent without proxy:

John Johnson	
Jean Jones	Tom Thomson
Madalyn McCollom	Bill Waggoner
Ellen Pogemiller	
Sharon Gallagher (resigned from the board)	

Visitors present:

Crystal Stuhr, United Way of Central OK	Holly Archer, SEOK 2-1-1
Tonya Wiley, 2-1-1 Heartline	Kacie Dickinson, CDSA
Jim Lyall, 2-1-1 Helpline	Lora Miller, NW 2-1-1
Jane Garner, ASD, DHS	Brandi Boddie, SW 211
Marisa Wells, OSDH	

Staff Present: Lori Linstead

3. Chair Comments: Ed Pulido discussed the agenda and the plan to finalize the vision and mission statements. Ed stated the Board Development Committee will use the vision statement in its work, and one thing to be discussed is that for the time being, the Collaborative is an advisory collaborative, not a governing board.
4. Approval of Minutes took place after a quorum was established. **Motion to approve by Karen Sedberry, seconded by Kelly Riha. [Motion passed by acclamation.]**

5. Budget Report: Lori reported that 211 funding is currently protected from cuts at least through the end of the year. Cuts due to the state budget crisis are being handled by OKDHS to avoid any across-the-board cuts. After January 1, more cuts may occur due to budget shortfalls.

Bob Stafford asked for clarification on professional services in the various budget line items. Lori explained how these line items were being used to address various costs such as consultants or contractors retained for things such as board facilitation, etc. Lori also reported there are some costs to 211 that do not impact the budget in relation to operating or funding to the local regions. For example, 211 just finished printing an additional 24,000 products for 211 by OKDHS and that those printing costs were absorbed in the administrative set aside to OKDHS. Another example is that Folds of Honor paid for the design work of the brochure and consumer card.

Ed stated that due to budget constraints we may have to revise some line items in the state operating budget to protect the call centers from further reductions after the first of the year.

Following the budget report, Ed asked everyone to introduce themselves. Brandi Boddie reported she is taking Edwina Reddick's position at 211 Lawton. Lori noted that Edwina left to take a position with the Lawton Housing Authority to work on the Homeless Prevention/Rapid Re-Housing program known as HPRP.

6. Joint Oklahoma Information Network (JOIN) Report. No report was provided
7. Alliance of Information & Referral Systems Oklahoma (AIRSO): Karen Sedberry spoke about the recent AIRSO conference. She reported they had wonderful speakers; strategic planning took place along with other training sessions. Tonya Wiley was one of the presenters. AIRSO will not have a meeting this month due to last week's conference. Lori added there was lots of representation by other groups at the conference.
8. Call Center Reports and Updates: Woodward reported not much change in activities, mainly rent and utilities requests.

Oklahoma City: Tonya reported they had a major roof leak and had to completely relocate the call center, did so in 3 hours due to their disaster plan. They spent 2 weeks in an alternate location, and are currently remodeling the old relocation before moving back into the old offices. The Homeless Prevention and Rapid Re-Housing Program (HPRP) rolled out October 19, the story ran on Channel 9, and there were a tremendous amount of calls following that. October phone call records will be skewed due to the disaster in the office, and the call management system was not available during part of the time of the disaster event. Lori commended Heartline on their ability to get back into operation.

Lawton: Reported a normal volume of calls.

Enid: Kacie reported that calls were increasing; she is attending United Way events. CDSA will be working with the 2010 Census. CDSA is also a HPRP recipient and getting lots of calls.

Ada: Numbers of calls are standard compared to last year, there are increases in night and weekend calls. JOIN installed IRIS 4.0 on their system. AT&T cell calls are going to Oklahoma City instead of their call center, working on that. She has provided a number of presentations on 211.

Tulsa: Jim Lyall reported call volume was up 26% compared to 2008. They are not doing any special promotion to increase the volume, just a number of various needs. H1N1 is an example. They are pre-screening for Christmas and holiday programs, and are using a pre-recorded message to help reduce the number of calls handled by call center staff. His organization is concerned about revenue issues, and call drops may increase when staff cannot be replaced. Looking for new resources and working on new relationships in the 18 county area.

9. Director's Report: Lori provided a written report. Lori noted the call drops and impact due to being at capacity. Will have to be looking at technology for help. Jim noted their phone system was expected to last 4-5 years, but they are now at the capacity of their system.

Lori said that 211 participated in the Emergency Managers Conference, had a booth also. Hearing from emergency managers interested in 211. Michelann gave some of her time in the general session to Lori to talk about 211.

OKDHS received a federal Kinship Navigator grant that will create innovative methods to support children at risk of entering the child welfare system. 211 will partner with OKDHS by serving on the state steering committee and providing 211 information to OKDHS clients.

Jim is working with Representative Sullivan on supporting federal 211 Act in the U.S. House. Rep. Cole on the appropriations committee is key to the Act. Plans are being made to re-focus energy on the Oklahoma congressional delegation. Jim said that Senator Coburn is not supportive of the legislation.

Toni asked about the timeline when the 211 bill will be heard, Jim responded it should be before the end of the session.

10. Committee Reports: Ed reported all of the Committees have been developed. His Board Development Committee met for an introductory meeting last week. Lori reported the Program Development Committee is gathering data from the 211s, not yet held a meeting to discuss issues.
11. 211 Vision and Mission Discussion and Vote: Lori headed the discussion of the 211 vision statement and mission. She discussed the vision, mission and values recommendations handed out, and that they were based on the national outline for 211.

Discussion began on the vision statement. After much discussion by the group and refining of the statement, the Vision statement was finalized to read:

“211 Oklahoma will enhance access to community services by being Excellent, Efficient, Everywhere...Everyday.”

Motion was made by Brook Arbeitman, seconded by Janelle Mulanax to accept the vision statement. Motion passed by acclamation.

The collaborative decided to proceed with discussion of the Mission Statement. After discussion, the Mission Statement was revised to read as follows:

“Advance 211 Oklahoma as a sustainable, easy access system for information and referral to community services for those people who need help and those who provide help.”

Motion was made by Bob Stafford, seconded by Deborah Price to adopt the mission statement. A roll call vote was requested. 13 members and proxies voted in favor of the motion, 0 against.

12. Additional Discussion Items to be considered at the November 30 meeting: Ed stated the Values Statements will be discussed at the November meeting.
13. Announcements: 211 Day at the Capitol will be February 11. Toni introduced Marisa Wells who will be her proxy in her absence.
14. Next Meeting: November 30, 2009.
15. Meeting adjourned at 11:55.