

Oklahoma 2-1-1 Advisory Collaborative
Corrected Meeting Minutes
November 29, 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:

Lovie Byrd, Dept. of Corrections
Carey Garland for Raymond Haddock, OKDHS
Mary Howell, Department of Rehabilitation Services
Linda Jenkins, United Way - Urban Representative
Madalyn McCollom, OASIS
Torri Norwood with proxy for Ashley Jones, Salvation Army
Edwina Reddick-Scott, AIRSO
Helen Schwartz, United Way – Rural Representative
Tom Thompson, Okla. Dept. of Mental Health & Substance Abuse Services
Steve Willoughby, Okla. Association of Regional Councils

Quorum was not established by Roll Call. Lovie Byrd and Linda Jenkins arrived after roll call was taken but quorum still not established (10 of 21 members present).

Guests Present:

Andria McCollough, First Call Bartlesville
Jim Lyall, CSC 211 Tulsa Helpline
Pam Cross, Heartline, Inc.
Steve Wilt, Okla. Corporation Commission
Dexter Murphy, Okla. Corporation Commission
Dorinda Howe, Helpline Ponca City
Emily Furney, United Way of Norman
Edward Pulido, United Way of OKC
Shelly Rickers, Stilwater United Way
Tom Martin, Heartline 211
Ronald Boggs, SE Okla. 211
Carrie Wiggs, OKDHS/OK211

1. Approval of Minutes from October meeting: A copy of the October 2006 minutes was sent with meeting notice and attached to meeting packets. Since there was no quorum, the minutes were not approved.

2. Call Center Report: Written reports were presented as part of the packets.
3. 211 Southeast Oklahoma: Presentation was given by Ronald Boggs who gave history including Call-A-Ride, collaboration with Ada United Way, formation of the 211 collaborative and 211 designations. He gave an overview of the coverage area including Choctaw and Chickasaw nations and the additions up to 21 counties, a large geo area which encompasses the 5 Civilized Tribes. The area covers more square miles than nine other states. Marketing efforts were described including those with Health Departments, DHS offices, Chambers of Commerce, AAAs, etc.. Specific efforts included information slips that went home with school students and bumper stickers. They have also been conducting one-on-one visitations in the communities. Call volume is now over 500 per month and they expect this to double next year. They are still working on expanding their database which now has 795 agencies and more than 3000 programs. They are now answering 24/7 in house, with 2 FTE and 6 part time staff, 2 are CIRS now, 4 are working on the database, 4 are involved in marketing, 2 do follow-ups and 3 are writing grants. They have 8 VISTA volunteers. They now have steering committee meetings in all 21 counties. More contacts have been made with emergency management and they are working with local communities in funding opportunities. Mr. Boggs felt funding and marketing were the most important areas of collaboration for all the 211s.

Because there was no quorum, items 6 & 7 on the agenda were skipped.

4. Resource & Development Committee Report: Carrie reported that the committee would meet later in the day to discuss how to better market 211 as well as dispel wrong information about funding. They want to develop an easy to read and understand document and hope to have it done by December.
5. AIRSO: Edwina Reddick-Scott reported that the October conference was positive and the needs assessment was being compiled. There will be quarterly executive committee meetings that everyone is invited to attend. There will be a focus on pushing membership.
6. United We Ride: Mary Howell reported that she had sent the call centers information on getting the funding for working with emergency management, how to get account set up at DRS. Options for action will be to 1. Help in locating vehicles available during emergencies or 2. Contacting emergency management people in the area.
7. JOIN: Tom Martin reported that they had two candidates for new database person at JOIN. Uploading is still going on but not downloading yet. Several call centers are still waiting for information on the \$2500 grant funds from JOIN.

8. Advisory Committee: Ronald Boggs discussed proposed change in name and purpose of the committee with suggested wording for proposed amendments to the By-Laws. The proposed new name would be "2-1-1 Call Center Operations Committee" and recommended changed to description and membership would be to better define the purpose of the committee to provide forum for discussion of 211 call center operations. It was also suggested that the language be specific to include prospective call centers such as "shall include" instead of "at a minimum". The proposed amendments will be distributed to the collaborative membership for consideration at the January meeting.

9. Additional Items:

- Steve Willoughby will be sending out letters to Collaborative members who have missed four meetings to remind them of the By-Laws requirement.
- Carrie Wiggs reminded everyone of the Legislative Breakfast February 15th at the Capitol and asked for donations for the table.
- A list of Collaborative meeting dates for 2007 was distributed.
- Mary Howell asked if we have received applications for the Muskogee area and Carrie reported that we haven't received any yet. Jim Lyall said they intended to apply by Friday.
- Mary discussed United We Ride meetings in Muskogee, Ada and Chickasha and information presented on Aging, 211 and JOIN.
- Pam Cross expressed gratitude for expressions of support and sympathy after the death of their operations manager, Lyn Damron October 26th.

The next meeting will take place January 31st, 2007 at 10:00 am at Aging Services in Oklahoma City.

Meeting was adjourned at 10:55

Respectfully submitted by

Madalyn McCollom
Secretary, Oklahoma 211 Advisory Collaborative

Corrected version approved 1-31-07

