

**Oklahoma 2-1-1 Advisory Collaborative**  
Meeting Highlights  
February 24, 2005  
Jamil's Restaurant, Oklahoma City, Oklahoma

**Welcome:**

Chair Jim Lyall called the meeting to order 12:15 pm. Those in attendance:

Pam Cross	Thad Satterfield	DJ Thompson
Carrie Wiggs	Nita Holstine	Mark Reynolds
Madalyn McCollom	Kay Seymour	<b>Guests:</b>
Linda Jenkins	David Bernstein	Holley Mangham
	Helene Schwartz	

1. **Introductions and Announcements**

Those in attendance introduced themselves. Jim thanked and congratulated everyone who helped with the Legislative Breakfast earlier in the day. He reported it was a successful event.

2. **Approval of Minutes from January Meeting**

A copy of the minutes from the January 25, 2005 meeting was attached to meeting packets. David Bernstein corrected #10 to state that Pam Shepherd is still the AIRSO president. She has changed employment but has continued her position with the association. Pam Cross moved to accept the minutes with correction, DJ Thompson seconded. Motion passed.

3. **Call Center Progress and Assistance**

Helene Schwartz reported on the United Way State Association meeting and gave the floor to Thad Satterfield, United Way in Bartlesville, to discuss the questions/concerns about 2-1-1 from executive directors around the state. Thad Satterfield discussed the issues and help needed from the collaborative. Smaller United Ways are looking to Tulsa and OKC for possible after -five and week-end phone coverage. They are also looking to them as well as the collaborative for specific infrastructure needs to move forward. They want to discuss a statewide database that provides reliable, up-to-date information available to the caller no matter where the phone is answered,

Jim Lyall discussed funding area:

**Planning:** application preparation, local and state level assistance, summaries

**Implementation:** Switches, job descriptions, preparation, developing MOU's, software and equipment

**Operation:** Staffing, occupancy, travel, training, collaborative marketing statewide.

Jim reported that Dallas is doing marketing in stages.

We want interdependence among centers; back-up redundancy, information management, etc.

4. **Legislative Update**

See attached green sheet. WE need to begin targeting the Senate side regarding an appropriation for 2-1-1 in 2005. Important message to legislators is that 2-1-1 helps get people access to faith based and non-profit services. It keeps them off the DHS/TANFF treadmill.

5. **National Cost Benefit Analysis**

David Bernstein reported that University of Texas has completed a cost benefit analysis for UWA on 2-1-1. Some information included in packet. National 2-1-1 website has report results.

6. **JOIN Update**

Mark Reynolds updated the committee. The JOIN steering committee is committed to 2-1-1. JOIN is collecting client data from all state agencies.

7. **AIRSO Update**

Marilyn McCollom reported that 16 people have signed up for the pre-certification training tomorrow, February 25<sup>th</sup> in Oklahoma City. There will also be a training on March 10<sup>th</sup> in Tulsa. This training is for individuals, not agencies. For more information to go the AIRS website at [www.airs.org](http://www.airs.org).

8. **Other Business**

No other business. Meeting adjourned at 1:50pm.

Respectfully submitted,

Helene Schwartz  
Secretary, Oklahoma 2-1-1 Advisory Collaborative