

Oklahoma 2-1-1 Advisory Collaborative
Regular Meeting Minutes
February 25, 2008

1. The February 25, 2009 meeting was called to order by Ed Pulido, Collaborative Vice Chair, at 10:06 am. Guests were asked to introduce themselves.
2. Roll Call was taken by Michael Jones, Secretary:
 - a. Voting Members present: Jean Jones, Michael Jones, Ellen Pogemiller, Sally Selvidge for Madalyn McCollom, Ed Pulido, Deborah Price, Kelley Riha, Lance Robertson, Crystal Stuhr, Karen Sedberry, Bill Waggoner. **[10 members and 1 proxy. Quorum established.]** Toni Frioux arrived at 10:19. Lovie Bryd arrived at 10:30.
 - b. Absent without proxy: Brook Arbeitman, Latricia Bryant, Lovie Bryd, John Johnson, Michelann Ooten, Larry Olmstead, Bob Stafford, and Tom Thompson.
 - c. Visitors present: Edwina Reddick, 2-1-1 SW OK; Jane Garner, Aging Services Division; Danielle Harris, 2-1-1- Heartline; Lynn Whipple, 2-1-1 Heartline; David Isaak, NCOK 2-1-1; Loni Stanfill, Northwest OK 2-1-1; Jim Lyall, 2-1-1 Helpline; Holly Archer, SE OK 2-1-1; Marice Wasemiller, First Call – Bville; Denise Caudill, Outcome Zone; Janet Riggan from Heartline 2-1-1; Clark Miller, Tulsa Area Agency on Aging; Grace Kelly.
3. Approval of Minutes: Lori Linstead Reported that she provided incorrect information at the November Meeting: DHS did ask for more \$ for 2-1-1. **Motion to approve as amended by Kelly Riha, seconded by Ellen Pogemiller. [Motion passed 9 yes 0 No 1 Abstain.]**
4. Call Center Reports were received as part of the meeting packet or distributed at the beginning of the meeting. Lori Linstead reported on call center reports and discussed the development of a new database for input and analysis of monthly reports. Also working on reporting mechanisms.

Lori reviewed collated reports for 2008 data and highlighted the percent increase in 2-1-1 agencies from the previous year. Total increase by 25% overall; total requests were 313,076.

Ed Pulido asked if reports contained all information that was needed, Lori stated there was a need to get the reports consistent and streamlined to answer questions from legislators or other decision makers. She also said we need to be able to show outcomes. Ed said the reports need to show goals of the collaborative to show what we are going towards locally and across the state.

5. Joint Oklahoma Information Network (JOIN) Report: No report from JOIN. Several 2-1-1 call centers reported there were serious challenges as information given to JOIN from other organizations is not accurate information. Reflects poorly on 2-1-1 not getting accurate information for referrals. It was reported that information on website is not up to date or accurate.

Ed asked Lori to get a meeting set up with JOIN to discuss the concerns; Several 2-1-1 Call Centers affirmed the need for such a meeting. Sally Selvidge asked that Madalyn McCollom be included in the meeting.

Lori introduced Lanelle Daniels, DHS-Aging, who will assist Lori in working with their database and also travel to local agencies to assist with data issues and protocols. Lori also introduced Matt Morgan, Intern, senior at OU. Matt is working as intern to assist Lori with 2-1-1.

Lori reported she has talked to JOIN and let them know that Lanelle had joined the 2-1-1 team. Ed asked that Lori give updates on progress with the database.

6. Alliance of Information and Referral Systems Oklahoma (AIRSO) Report: Karen Sudberry reported an AIRSO meeting will follow the 2-1-1 meeting. October 22-23 will be the AIRSO conference. There will be training April 16-17 at the Belle Isle Public Library on Strategic Plans. Edwina Reddick encouraged people to plan to attend the meetings. Noted 2 scholarships are offered for the conference; not used last year. There will be national representatives at the AIRSO conference.
7. Director's Report: A written report was provided to all members. Lori reported she has been having teleconferences with the Call Centers.

Lori met with Central Purchasing on the RFP process. Looking at moving the program to a Sole Source process to eliminate the RFP process.

Met with the Executive Committee and will work on terms and conditions for contracts. Will require new applications for everyone under the sole source process.

Met with Rep. Peters about the need for collaborative efforts around 2-1-1 Act and to support a legislative joint resolution to support the 2-1-1 Act. Jim Lyall reported that Rep. Peters was supportive of the legislation.

2-1-1 Legislative Agenda will support passage of the 2-1-1 Act, which will create a national network. Hope that a federal program would also create federal funds to support 2-1-1 in Oklahoma. Lance Robertson reported he has been fielding questions from the legislature on 2-1-1. One senator questioned funding of the program, who believes the program should be self-supporting or absorbed into the OKDHS overall budget.

Lance reported OKDHS was looking at a \$40-50 million deficit, so OKDHS could not absorb the costs for 2-1-1.

8. Crystal Darkness – Update: The January 13 event was a success. Lori provided a written report on the results of the event. Jim Lyall reported they created a resource center at Tulsa Emergency Operations to handle callers. Lori reported Oklahoma City set up a secondary call center. Edwina reported they hosted an event to coincide with the program, was overwhelmed

with the attendance- first time they had prevention, treatment, faith-based, law enforcement and media all in the same room at the same time.

Marice reported they were all ready and had the phone system checked out, but the system failed due to a tower failure.

Lori reported the national average by state was 700-800 calls, Oklahoma fielded 930 calls. Oklahoma was the first state to use 2-1-1 as the network for taking the calls. There were 250-300 watch parties around the state, 14,000 people in attendance. Ada had over 800 at one event. 1.5 to 2 million estimated viewers for the program.

9. Legislative Breakfast – Update: Lori provided an overview of the Legislative Breakfast. Ed presented each Call Center with a Certificate of Appreciation from the Governor for their work on the Crystal Darkness program. Lori thanked all the sponsors of the event: Hiland Dairy, Community Service Council of Greater Tulsa, Oklahoma United Way State Association, United Way of Central Oklahoma.
10. Advisory Collaborative Strategic Planning: Grace Kelly was introduced by Ed Pulido. Grace said she has been talking to Lori about development of a strategic plan and the process to do that. She said that the Collaborative and the Call Centers need to get together to begin the strategic planning process. There was discussion on when and where the process should take place. Ed reiterated the value of strategic planning for the Collaborative. Edwina recommended that AIRSO be included in the strategic planning process.
11. Discuss & Take Possible Action on Advisory Collaborative Strategy Meeting: Toni Frioux made the motion for the 2-1-1 Advisory Collaborative to move forward with Strategic Planning for the Collaborative and the 2-1-1 Call Centers. Deborah Price seconded the motion. 13 votes yes, 0 no. Motion passed.

Jean Jones and Ellen Pogemiller left at 11:30.

Janet Riggan noted that Steve Almon had left 2-1-1 and was now with Homeland Security. Tonya Wiley is the new 2-1-1 director for Heartline.

Toni Frioux left at 11:38.

Sally Selvidge left at 11:52, quorum no longer present.

12. Outcomes Measurement Training – Next Steps: Ed introduced Denise Caudill. She reported she met previously with call center staff last fall to discuss outcomes. She conducted an exercise with Advisory members on 2-1-1 outcomes. A 2-1-1 Outcome Logic Model Draft 1-09 was passed out. It was developed from her meetings with the call centers.

Ms. Caudill will be meeting with the call centers this afternoon to further discuss the outcomes logic model and refine it to get a consistent streamlined process for all call centers.

13. Additional Discussion Items and New Business to be considered March 25, 2009: None

14. Meeting Adjourned at 12:04.