

2-1-1 Collaborative Meeting Minutes

Regular Meeting

2/27/08

1. The February 27, 2008 meeting of the 2-1-1 Collaborative was called to Order by Chair Brook Arbeitman at 10:05 am.
2. Roll Call:
 - o Voting Members Roll Call: Brook Arbeitman, Lovie Byrd (10:05 am), Toni Frioux (10:05 am), Mary Howell, Ashley Jones, Michelann Ooten, Brandi McGehee for Larry Olmstead, Kelley Riha; Helene Schwartz, Karen Sedberry, Bob Stafford, Annie Lucas, Tom Thomson, Tom Wade, Steve Willoughby. **[15 voting members and proxies. Quorum established.]**
Carrie DeWeese, 2-1-1 Program Manager was present.
Absent without proxy: Tom Thomson.
 - o Visitors: Jean Jones, DRS; Dan Ingram and Michael Walsh, OCCY/JOIN; Steve Almon and Lynn Whipple, Heartline; Jim Lyall, Tulsa Helpline; Marice Wasemiller, First Call; Shelley Ricker, Stillwater, North Central 211; Edwina Reddick, Southwest 211.
3. Approval of Minutes from 1/30/2008. Request made to change item in section 11, to “Congressman Dan Boren rather than David Boren”.
[Motion to approve minutes as amended made by Karen Sedberry, seconded by Michelann Ooten. Motion passed, 14 yes.]
4. Call Center Reports were received as part of the meeting packet.
5. Receive a presentation from Jim Lyall on 211 Heartline. Jim Lyle gave a PowerPoint presentation discussing 2007 accomplishments and goals for 2008. He distributed a 211 Helpline Newsletter that is intended to be published monthly with a quarterly data update. In 2007 there were 92,971 with call volume spiking during the ice storm. Information only constituted 1/3 of calls, referrals were made for 2/3’s of the callers. Referrals generally resulted from a need for utility assistance, rent assistance, and other financial needs; food, and health care. Helpline utilization has grown steadily; but, additional staff is being added to assist with community resource identification and marketing. Barring disaster calls, 95,000 calls are expected in 2008.
8. JOIN (report moved up on agenda) with Mike Walsh reporting. They will be giving an Iris training in Enid on March 12; and will be holding a technical meeting on March 10. Training on Iris IV will begin during March.
6. Review, and discussion of December 2007 Ice Storm reports. Reports are included in packet.
 - o Bartlesville described their emergency area compared to a “donut” with the emergency needs in communities surrounding the city. Most of the calls were for those needing shelter and food. (They did receive some backup calls from Tulsa.) While they did not lose power, a need for a “deeper” backup was identified to meet needs if they do have a power loss.
 - o Heartline is developing closer ties with other emergency management providers. This will include more than one emergency contact number for each partner. They will be working on doing a special training for volunteers used during

emergencies to cover calls for shelter and food. They will also be identifying additional phones that can be used during emergencies.

- o Helpline conducted a staff debriefing to analyze strengths and weaknesses to improve response during the next emergency. Staff had to be prepared to deal with a lot of caller stress and the stress for the call operators who did not have information to solve some of the problems reported. Much time was given to managing rumors, misinformation, and continual information updates to providers and media. Fire and food safety were among the most important issues. They needed additional staff. Texas provided support by sending additional staff.

GENERAL:

Michelann said the 211 response was very helpful. She recognizes that it takes a lot to be a call specialist.

FEMA denied individual assistance; and, the appeal was denied.

The Red Cross and the Salvation Army opened a large number of shelters. The Salvation Army helped with food distribution and post disaster work.

There was a void in available services getting debris from yards to the road/curb for pickup.

Each 211 put storm information on their websites. Although there were debriefings, most did not invite media; but, some did individual follow-up with media.

7. Receive a report and take possible action from the Alliance of Information & Referral Systems Oklahoma (AIRSO) Karen Sedberry

The October conference planning is still underway; and, new brochure development is in progress. She asked that any interested meeting attendees stay for a meeting immediately following the 2-1-1 meeting. AIRS has requested Oklahoma to send a representative to a regional training. Janice Harris has been selected; she will be AIRSO president next year. AIRSO would like to sponsor a national conference.

9. Receive a report on the 2-1-1 Legislative Breakfast by Carrie DeWeese.

The breakfast was reported as quite a success. There seemed to be a steady stream of visitors; and, all seemed to be familiar with 211. One focus of this year's information to be sure when/if additional money is requested from the legislature for technology upgrades, there is an understanding of the 211 mission and the benefits to the state. Ron Peters and Patrick Anderson are the 211 "champions" in the legislature this session. Base funding will not be affected this year.

10. Discussion and Possible Action on a Federal Earmark for 2-1-1 by Marice and Michelann.

There are three needs: Equipment and Voice Interaction, both at \$400,000, and Software Support for \$300,000.

[Carrie explained during the last meeting that at the federal level funding for 211's can come through budget "earmarks". These "earmarks" need to come through the state's federal legislative representatives. They are funded for only one year, requests typically due at the end of March and usually range from \$250,000 to \$400,000. (Normally there are 40,000 requests for "earmarks", with only 11,000 awarded.)]

Michelann will be following up on the process and due date.

11. Additional discussion items and new business needing to be considered at February 28, 2008 meeting

12. Announcements:

Ed Pulido has been filling in for Bob Spinks, who has had heart surgery, at United Way. Get well cards can be sent to P.O. Box 837, Oklahoma City, Oklahoma 73101.

13. Adjournment:

[A motion was made by Steve Willoughby and seconded by Helene Schwartz to adjourn the meeting. The motion passed unanimously. Meeting was adjourned at 11:35 pm. The motion was passed unanimously.] The Meeting was adjourned by Chair, Brook Arbeitman.

The next meeting of the Council will be held March 26, 2008

Respectfully submitted,

Mary Howell, Secretary