

## Oklahoma 2-1-1 Advisory Collaborative

Meeting Highlights

March 24, 2004

Oklahoma Telephone Association, OKC

### Welcome:

Convener Jim Lyall began the meeting at 10:00 am and general introductions were made. In attendance:

Pam Cross	Madalyn McCollom	Shelley Ricker
Jim Lyall	Judy Leitner	DJ Thompson
Toni Frioux	Helene Schwartz	Jennifer Seaton
Carrie Wiggs	Steve Wilt	Crystal Barnard
Mike Cooper	DJ Morrow Ingram	
Yvette Martin	Pete Reed	

### Announcements:

- Please visit our *temporary* website at: [www.contactcrisishelpline.org/211\\_test\\_pages/211\\_default.htm](http://www.contactcrisishelpline.org/211_test_pages/211_default.htm). If you wish to be listed under the contact section, have minutes to post from sub-committee meetings, or future meeting dates to publish, please contact Carrie Wiggs.
- United Way of America has partnered with United Way state organizations in NC, NY, PA, OH, FL, and TX to target and pursue congressional support in those states for an overall appropriation of \$10.5 million to UWA. The appropriation would be evenly divided among those state associations and UWA. Each entity would receive \$1.5 million to build out or sustain 2-1-1 in those states. UWA funds would be used to provide support, technical assistance and grants to additional communities. The intent of this earmark is not to exclude any state, but rather to secure initial federal funding for 2-1-1. For a copy of the information on the legislation, please contact Carrie Wiggs at [cwiggs@csctulsa.org](mailto:cwiggs@csctulsa.org).

### Steering Committee Requests for Approval – Bylaws

- Bylaws – Final Revisions: Ann Trudgeon, Allan McCobb, Linda Jenkins, and Toni Frioux (convener) have worked very hard to draft, revise, and process the Bylaws for the OK 2-1-1 Advisory Collaborative. The final revision was presented to the members present, corrections were made and it was motioned, seconded and passed that the Bylaws be accepted with corrections as recorded by Toni Frioux. For a copy of the current version, please contact Toni, [tonif@health.state.ok.us](mailto:tonif@health.state.ok.us).
- Ann Trudgeon and Judy Leitner were nominated to develop a “Conflict of Interest” statement to be added to Bylaws.
- The Board of Directors will be discussed and seated at the April 28, 2004 meeting.

### Steering Committee Requests for Approval – Defining “Ensure 24-hour Coverage”

- Motioned, seconded, and passed to accept the working definition of “Ensure 24-hour Coverage” as follows: **24-hour/7 day-a-week service provided either via the 2-1-1 Call Center itself, via after-hours rollover to another agency, or rollover to a qualified I&R specialist who is working “on call”. Rollover must be to a live person and must meet the AIRS**

**Minimum Service Delivery Standards (or can meet them within one year). The 2-1-1 Call Center must have a plan in place to meet AIRS National Standards within 3 years. In addition to all calls being answered by a live person, each Call Center must have a written procedure for call handling/call volume so that no caller is placed on hold for an extended period of time and time in which the call is answered is minimal.**

**Steering Committee Requests for Approval – Posting Document for Potential 2-1-1 Call Centers**

- It was proposed to the group that a 3-step process be in place for posting applications for 2-1-1 designation. Step 1: send out “heads up” letter and FAQ document to all Oklahoma I&R’s, United Ways, Red Cross organizations, I&A’s, Resource & Referral agencies, etc. (please see attachment). Step 2: Send out application in full July 1, 2004 (approx.). Step 3: Review team is appointed by collaborative to develop site visit/review processes, recommend service areas, assist into implementation, and hold informative roundtable discussions.
- Motioned, seconded, and passed to send out the “heads up” information packets with corrections and to continue to review the 3-step process.

**Proposal for Conducting Roundtable Roadshows**

- This discussion was tabled until the April 28th Collaborative meeting.

**Proposal for Intensifying Dialogue with OK Telephone Companies**

- This discussion was tabled until the April 28<sup>th</sup> Collaborative meeting.

**Next Meeting Schedule**

April 28, 2004, Stroud – Stroud Chamber of Commerce (NOT CITY HALL), 10:00 am. If you have questions or agenda items, please contact Carrie Wiggs, [cwiggs@csctulsa.org](mailto:cwiggs@csctulsa.org).