

**Oklahoma 2-1-1 Advisory Collaborative
Meeting Minutes**

June 28, 2006

DHS - Aging Services Division

Welcome:

The meeting was called to order at 10:00 am by Toni Frioux, Chair. Those in attendance introduced themselves.

Voting Members Present by Roll Call:

Edwina Reddick-Scott, AIRSO
Tom Thompson, Oklahoma State Department of Mental Health & Substance Abuse
Toni Frioux, OK State Dept. of Health
Raymond Haddock, OK Dept. of Human Services
Mary Howell, OK Dept. of Rehabilitative Services
Ashley Jones, Salvation Army
Madalyn McCollom, OASIS
Kelley Riha, Okla. City Metropolitan Libraries
Shelley Ricker (proxy for Helene Schwartz), Oklahoma State Association of United Ways
Key Seymore, Oklahoma Telephone Association
Steve Willoughby, Oklahoma Assn of Regional Councils
Deborah Price, Office of Faith Based & Community Initiatives

Guests Present:

Richard Cook, JOIN/OCCY
Michael Walsh, JOIN / OCCY
Jennifer Perry, Southeastern Oklahoma 211
Ronald Boggs, Southeastern Oklahoma 211
Latricia Bryant – Southeastern Oklahoma 211
Edward Pulido, United Way of Central Oklahoma
Arlita Meek, United Way of Ponca City
Brian Corder, United Way of Central Oklahoma
Jim Lyall, CSC/211 Tulsa Helpline
Pam Cross, Heartline 211
Carrie Wiggs – OKDHS 211 Coordinator

1. Approval of Minutes from ~~May~~ meeting: A copy of the May minutes had been sent with meeting notice and attached to meeting packets.

Deleted: April

Motion made by Edwina Reddick-Scott and seconded by Mary Howell to accept the minutes as presented. Motion to accept minutes carried by Roll Call Vote.

2. Call Center Reports: Toni presented written reports from the active call centers. She asked that the monitoring committee look at these reports for analysis and feedback. Pam recommended this be done quarterly and have one (1) call center present at the collaborative meeting. Mark Reynolds asked if the reports take a long time to produce and both Pam Cross and Jim Lyall replied that implementing the new IRis software had caused some difficulty but there should not be any in the future. Mark also suggested quarterly report be put on the website.

Steve Willoughby asked if IRis can produce canned reports and Pam and Jim said that much of the data was from built in reports but some of the information is coming from their phone systems as well. Mark said the information provided in the report is very informative. Steve suggested schedule be done for the monthly presentations. Carrie agreed to do this. The written reports will be done each month with the focus report from one call center each month.

Mary Howell asked for clarification of crisis calls. Latricia Bryant explained that it is usually a suicide call with caller usually wanting someone to come and help them. Also Jim said these are also often domestic violence calls needing emergency assistance and would often require bridging call to 911.

Richard Cook offered to share the JOIN report to include in the packet for each meeting.

3. Conflict of Interest Forms: Carrie presented updated Conflict of Interest forms and reminded everyone that they needed to have one on file. These should be done every year, especially if circumstances change.
4. Policy & Procedures.: Toni presented the Policy & Procedure changes from last meeting. Motion was made by Mary Howell with second by Steve Willoughby to accept Policy & Procedures as presented. Motion carried by roll call vote.
5. Appropriations: Toni discussed the appropriation process. Carrie Wiggs and Raymond Haddock reported that the Legislature appropriated \$300,000 for up to three (3) new call centers for FY 07. Feedback from Legislators was that the state should not support ongoing support of call centers. However, Howard Hendrick recommended that DHS fund ongoing support at \$.14 per capita based on population. This is down from the \$.33 hoped for. Raymond further reported that Director Hendrick was interested in providing stable funding to build on. Toni suggested we ask for more new dollars for new centers in FY 08. Raymond agreed the funding request should include funding for new centers. And he said that Director Hendrick might consider an increase to the \$.14 per capita the future.

Jim Lyall asked if there was a strategy to intervene with the legislature in the future. Steve said the problem was that the legislature didn't approve the budget on time and went in to special session. Carrie stated that she was told there was nothing that could be done and there were no avenues or opportunity for intervention with legislators this year.

Raymond said that if the collaborative feels the amount isn't in line with national average and presented this in the next budget request DHS might be interested.

Carrie said she had been told by one Senator that his party (Republican) would not support ongoing funding and he would not advocate for state funds for ongoing support.

Ed Polito suggested that since there is a disaster piece, the collaborative needs to be more forthcoming – by a committee – to market this information to the legislature to build a good case for 211. Jim said that funding reduction would mean sacrifice and finding dollars elsewhere.

Raymond said the Collaborative will have to play a roll in telling DHS which new 211 call center to contract with. The contract will probably take the same Local Project route as last year. New and existing centers will have to go through RFP process again.

Carrie reminded everyone that the \$.14 per capita should be included in the budget for new centers.

6. Letters of Intent: Toni explained that when the Collaborative goes through the process of allocating money based on population, if there are changes in those areas we need to have letters of intent designating the revised service area. Amended Letters of Intent have been received from:

Heartline 211 modifying their coverage area to all areas of the nine county area of Canadian, Cleveland, Grady, Kingfisher, Lincoln, Logan, McClain, Oklahoma and Pottawatomie counties.

United Way of Lawton to expand their coverage area to Comanche, Caddo, Cotton, Tillman, Beckham, Washita, Kiowa, Jackson, Greer and Harmon counties.

United Way Helpline of Bartlesville modifying their coverage area to Craig, Delaware, Ottawa, Mayes, Washington, Nowata and part of Osage

Southeastern Oklahoma 211 modifying their coverage area adding Carter, Love and Jefferson counties. Also received was a letter from the Ardmore Non Profit Council asking Southeastern Oklahoma 211 to provide coverage for Carter, Love and Jefferson Counties.

Carrie said she would be able to estimate the population in the new coverage areas and non covered areas and will send out a new map.

7. 211 Wireless: Carrie reported that all cellular providers have agreed to translate at no charge and by July should be in use. She said that Tom Martin was instrumental in getting this done and had worked very hard on it. She said that routing (tower) issues are still being address.

Mary Howell recommended sending a thank you letter to Tom for all his hard work. Carrie agreed to do this.

8. VISTA: Deborah reported that formal application is final with some tweaking and should be done by end of the week. This will be sent to AmeriCorps office and she should hear something in another week or so and volunteers can then be recruited.

Deleted: AmeriCorp

9. AIRSO: Edwina Reddick-Scott reported that they have new officers. They will have a fall conference in October. Also there will be CIRS testing August 4th in Tulsa. The contact is Faith Henry in Tulsa. As of June 1, there were 13 agency members in Oklahoma.

10. JOIN: Richard said he met with Ponca City UW Helpline and will be installing IRis there as soon as possible. He said the have approval for one more FTE for database person and have hired someone for data entry. OCCY/JOIN will support 211

endeavor from technical standpoint and they need to document everything being done for 211 to show the need. They have been able to get computers for Ada and also want to have \$25,000 in grants to areas that are not currently covered such as Texas County and the Panhandle.

11. United We Ride: Mary Howell reported that the first United We Ride / 211 meeting was held earlier that morning to establish better linkage for emergency transportation and what is reasonable to do. Area meetings will be held in the future and 211 in that area will be included. The first area meeting will be in Enid.

New Business & Announcements:

Pam Cross announced that a large promotional campaign of 211 HeartLine is in the works. The Women's Foundation – IMPACT Oklahoma will be awarding \$100,000 and HeartLine is applying for this for billboards and promotional materials such as magnets for households in a four county area. They are also going to present a proposal to the Junior League to handle this work. She also reported that she had met with Ronnie Warren with Emergency Management about 211's roll in emergency response and they are going to provide a second location for volunteers in times of emergencies and also provide CERT training. They are also working on marketing for the Spanish speaking population.

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Richard reported that the JOIN directory on IRis For the Web is now available in other languages. IRis 4.0 will be available soon.

Carrie asked that everyone keep Helene Schwartz and her husband in their thoughts. She said that Helene was having health problems and her husband was having bypass surgery.

Carrie (on behalf of the Collaborative) presented Toni Frioux with a Certificate of Recognition in appreciation for her leadership as chair this past year. Toni said that she felt the Collaborative had accomplished a lot this past year and she had been honored to be the chair.

With that, Toni relinquished the Chairmanship to Steve Willoughby and presented him with a gavel. Steve said that he also felt the Collaborative had grown a lot and meetings had been streamlined. He said he looked forward to the next year.

The next meeting will be Wednesday, July 26th, 10:00 am at Aging Services Division.

Meeting was adjourned at 11:25 pm.

Respectfully submitted by

Madalyn McCollom
Secretary, Oklahoma 211 Advisory Collaborative

Approved _____