

Oklahoma 2-1-1 Advisory Collaborative
Meeting Minutes
July 25, 2007

1. Welcome: Meeting was called to order at 10:00 a.m. by Brook Borden, Chair.
2. Voting Members Present by Roll Call: Brook Borden, Pam Cross, Raymond Haddock, Mary Howell, Larry Olmstead, Ed Pulido, Deborah Price, Kelley Riha, Helene Schwartz, Karen Sedberry, Tom Thompson, Tom Wade, Steve Willowby, and Carrie Wiggs (staff).

Quorum was established by Roll Call. Lovie Byrd came after roll call at 10:20.

Guests Present:

Michael Walsh, OCCY/JOIN
Dan Ingram, OCCY/JOIN
Lynn Whipple, Heartline 211
Ronald Boggs, 2-1-1 SE Oklahoma
Jim Lyall, 2-1-1 Tulsa
John Moore, Faith-Based intern
Madeline Holmes, Bartlesville 211
Kathy Gooding, SODA Area Agency on Aging
Clark D. Miller, Tulsa Area Agency on Aging

3. Approval of Minutes from June 2007 meeting. A copy of the June 2007 minutes was sent with meeting notice and attached to meeting packets.

Motion was made by Steve Willowby with second by Karen Sedberry.
to approve the March minutes as presented. Motion passed with two
abstentions.

4. Call Center Reports: Written reports were presented as part of the packets.
5. Discussion and take possible action on Call Center Reports: Tom Wade reported that some areas seem to work well with Area Wide Aging (Triple A), while some do not. He believes that asking for a zip code is a problem. He wants to add referrals to the Triple A. He stated that the reports from the 2-1-1s do not necessarily show that referrals are made to Triple A. He suggested referring all aging calls be referred to Triple A; and, that that could be accomplished by MOU. He also suggested 211 staff be trained by Triple A. Carrie Wiggs stated that the purpose of the current required reporting is to compare 211 services using the same standards. Each 211 has a different relationship with Senior Services. Larry Olmstead suggested that each 211 work out better relationship with the local Triple A. Jim Lyle agreed that interface with the local level should improve the overall relationships.

6. Receive a presentation from Heartline 211: Tom Martin made a report on Heartline 211. There have been many new changes, including a new Executive Director. Heartline 211 is focusing on increasing their banks of culture based referral banks. They are revamping their training and building their volunteer base.

He said that any landline or cell should be able to call 211 directly, with the exception of a computer driven PBX, which will necessitate having direct access to 211 programmed in.

7. Receive and take possible action from the Resource & Development Committee: Ed Pulido reported that collaboration with the Department of Mental Health and Substance Abuse (DMHSAS) has been discussed. It was suggested that John Hudgens who is direction the Transformation grant for DMHSAS would be an excellent contact.

Asset and resource mapping state wide is being considered; plus trying to identify how many points of entry from referral organizations are there into systems, especially through 1-800 numbers.

Also discussed has been the importance of grant management and coordination of 211 grant applications. Ada is to be commended for their wonderful job. It is suggested that an entry point be created for grant application with a lead agency to coordinate.

Ed announced that he is setting up a guide for resources and services for veterans.

8. Receive a report and take possible action from the Alliance of Information and Referral Systems Oklahoma: Karen Sedberry is working on the AIRS conference. If there are individuals wishing to take testing, which is part of the conference, they must provide their information by August 13th meeting to test on October 26th. United Way has donated \$250 to assist with the conference.

Karen also announced that they have begun planning to have the national conference in Oklahoma in 2010.

9. Receive a report and take possible action from the Joint Oklahoma Information Network (JOIN): Mike Walsh reported that JOIN has a goal of transition to the new taxonomy by September 19th at the next tech meeting. They are testing downloading and have finalized the Style Manual.

OASIS is no longer sharing statewide data.

10. Additional discussion items and new business needing to be considered at the August 29, 2007 meeting.

Steve Willoughby informed Cheri Ezell that she can modify her letter of intent regarding the new northwest quadrant of the state. She has reported that at this point she wants to leave the area previously outlined the same; but, if no one is willing to cover Alfalfa and Blaine, they would reconsider.

Any RFP's will be due August 1, 2007 and will be presented at the August 29th, 2007 meeting.

11. Announcements:

September is National Emergency Preparedness month. There will be Blood Drives August 30th and throughout the month of September in many communities across the state.

Bartlesville has been receiving many calls as the result of area flooding. The trailer program to provide temporary housing is on hold. Grand Lake MHC is geared up for crisis counseling.

There will be an exercise conducted September 6th to test the Public Information Offices plan for Emergency preparedness. They have requested someone represent 211 as a part of the state plan.

The next meeting of Oklahoma 211 Advisory Collaborative will be held August 29th, 2007 at the OKDHS Aging Services Division, the Roy Keen Conference Room at 10 am.

A motion to adjourn was made by Steve Willoughby and seconded by Helene Schwartz. The motion was approved unanimously.

Respectfully submitted,

Mary Howell
Secretary, 2-1-1 Collaborative
Department of Rehabilitation Services designate